



COUNTY OF PLACER CIVIL SERVICE COMMISSION

CIVIL SERVICE COMMISSION
DON NELSON, Chair
RICK WARD, Vice Chair
JOHN COSTA
RON LE DOUX
ANDRAE RANDOLPH

Monday – April 13, 2015

AGENDA

Lori Walsh, Personnel Director
Kellie Craig, Executive Secretary

Placer County is committed to ensuring that persons with disabilities are provided the resources to participate fully in its public meetings. If you are hearing impaired, we have listening devices available. If you require additional disability-related modifications or accommodations, including auxiliary aids or services, please contact the Executive Secretary. If requested, the agenda shall be provided in appropriate alternative formats to persons with disabilities. All requests must be in writing and must be received by the Executive Secretary five business days prior to the scheduled meeting for which you are requesting accommodation. Requests received after such time will be accommodated only if time permits.

MEETING LOCATION:

Placer County Board of Supervisors Chambers
175 Fulweiler Avenue
Auburn, CA 95603
530.889.4060

4:00 PM ROLL CALL

CLOSED SESSION – PURSUANT TO GOVERNMENT CODE

I. PUBLIC EMPLOYEE PERFORMANCE EVALUATIONS

- A. Closed Session - Evaluation of performance of various Placer County employees pursuant to Government Code Section 54957.1 and pursuant to Placer County Chapter 3, Code Section 3.04.650.

4:30 PM OPEN SESSION

FLAG SALUTE

- I. **REPORT OF ACTION TAKEN IN CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTION 54957.1.**
- II. **AGENDA APPROVAL**
- III. **MINUTES OF PREVIOUS MEETING – March 9, 2015**
MINUTES OF PREVIOUS SPECIAL MEETING - March 23, 2015
- IV. **PUBLIC COMMENT:** Persons may address the Commission on items not on this agenda. Please limit comments to 3 minutes per person since the time allocated for Public Comment is 15 minutes. If all comments cannot be heard within the 15-minute time limit, the Public Comment period will be taken up at the end of the regular session. The Commission is not permitted to take any action on items addressed under Public Comment.
- V. **OLD BUSINESS - None**

VI. NEW BUSINESS

- A. Approval of merit increases for classified employees pursuant to Section 3.04.650 (progression in steps) of the Placer County Code.
- B. Request for approval of Work out of Class Pay pursuant to Placer County Code Section 3.08.510(C.)(5.) (c.) for employee(s) assigned to the department(s) of County Executive Office.
- C. Request for approval of Retroactive Work out of Class Pay pursuant to Placer County Code Section 3.08.510(C.)(5.) (c.) for employee(s) assigned to the department(s) of Sheriff's Office.
- D. Administrative Services - Reclassification Request and Classification Specification Revisions – Countywide Information Technology classifications.

VII. COMMUNICATIONS - Reports to the Commission are informational items only. **(No action will be taken)**

- A. Provisional appointment - None
- B. Staff reports and correspondence
- C. Commissioner comments

VIII. ADJOURNMENT

Civil Service Commission 2015 Meeting Schedule

May 11, 2015 – Tentative (Child Support Services)
June 8, 2015
July 13, 2015
August 10, 2015
September 14, 2015
October 13, 2015 (Tuesday)
November 9, 2015
December 14, 2015

**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Civil Service Commission
From: Lori Walsh, Personnel Director
Date: April 13, 2015
Subject: Review of Merit Increases for Eligible Classified County Employees

During the closed session of your meeting, your Commission will review the performance evaluations of classified County employees pursuant to Subdivision (b) (1) of Government Code Section 54957. For those classified County employees determined to be eligible for a merit increase, the following motion is submitted for your consideration:

Motion to approve the classified merit awards set forth in the list dated **April 13, 2015** pursuant to Section 3.04.650 of the County Code.

**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Civil Service Commission
Through: Lori Walsh, Personnel Director
From: Kellie Craig, Executive Secretary
Date: April 9, 2015
Subject: Work-Out-of-Class Pay

=====

We have received the following departmental request(s) for work-out-of-class pay extensions. Listed below are the department(s), employee name(s), and time period(s) requested. The Personnel Department has previously approved work-out-of-class pay and we are requesting the Civil Service Commission approve additional extension(s) as per Placer County Code 3.08.510 C.5.c. Supporting documentation has been attached to this memo.

<u>Department</u>	<u>Employee Name</u>	<u>Dates</u>	<u>Approximate</u>
County Executive Office	Alison Angulo	04/30/15 - 10/30/15	180 days
County Executive Office	Melissa Poplin	04/03/15 - 07/02/15	90 days

Recommendation: It is recommended that the Civil Service Commission approve the above work-out-of-class pay extension(s) in recognition of the duties being performed.

cc: David Boesch – County Executive Office

**WORK OUT OF CLASS AGREEMENT
DEPARTMENT OF COUNTY EXECUTIVE OFFICE**

TO: Lori Walsh, Personnel Director
FROM: Andy Heath, Deputy County Executive Officer
DATE: March 20, 2015
SUBJECT: Request for Work Out of Class (WOC) Pay

ACTION REQUESTED

Employee's Name: Alison Angulo
Current Classification: Account Clerk Journey
WOC Classification: Accounting Technician
Initial WOC Effective Date: 11/01/2014
Requested Extension Effective Date: 04/30/2015
Approximate Number of Days: 180 days
Approximate End Date (End of pp): 10/30/2015
Reason for WOC Request:

- | | | |
|---|---|--|
| <input type="checkbox"/> Fill Behind Leave of Absence | <input checked="" type="checkbox"/> Peak Workload/Special Project | <input type="checkbox"/> Pending Reclassification/Reallocation |
| <input type="checkbox"/> Fill Behind Retirement | <input type="checkbox"/> No Request to Fill Vacancy | <input type="checkbox"/> Request to CEO to Fill Vacancy |
| <input type="checkbox"/> Fill Behind WOC | <input type="checkbox"/> Temporary End WOC>80-Hours Leave | <input type="checkbox"/> Restart WOC>80-Hours Leave |

BACKGROUND

Alison Angulo had begun performing a greater range of duties and assignments than those typically assigned for her current classification of Account Clerk Journey back in November during a leave of absence of an Accountant Auditor I in the unit. While the higher level tasks of the Accountant Auditor had been assigned to others in the unit at that level or above, there were some tasks that fall within the Accounting Technician level that Alison has been asked to perform.

The new duties assigned Alison on a temporary basis were the monthly Middle Fork Relicensing invoicing to PCWA, the Fixed Asset Inventory project, review and processing of the Cal Fire Contract quarterly invoices, and preparation of various journals. These duties involve accounting tasks at a higher level than her current Account Clerk Journey classification so it is appropriate that the WOC at the Accounting Technician level be assigned to Alison for the time period she is responsible for this higher level. The Accountant Auditor has returned to work but has not resumed these lower level tasks due to other high priority workload issues that have created a need for Alison to continue to perform the duties listed above.

RECOMMENDATION

It is therefore recommended that Alison Angulo, Account Clerk-Journey, be approved to receive WOC of a minimum of 5% as an Accounting Technician effective PP11. Consistent with the guidelines presented under provisions for work out of class section in Chapter 3 of the County code, additional compensation for working out of class shall be no less than a minimum of five percent or exceed a maximum of fifteen (15) percent. The specific amount of the additional compensation will be determined by an analysis of the employee's current classification and the proposed work out of class classification and in no case will exceed the amount the employee would receive if promoted.

AUTHORITY


In line with the principle that an employee assigned to work in a position having discernibly higher job duties should receive higher pay, positions within the classified service may be applicable for work-out-of-class assignment. Individual

employees maybe certified by the personnel department as being eligible for work-out-of-class pay when so assigned by the appointing authority or designate of that appointing authority. (3.08.510)

PROVISIONS FOR WOC ASSIGNMENTS

- For evaluation purposes, employee is rated on his or her current classification.
- Evaluation rating periods are not impacted by WOC assignments.
- Employee will continue to be eligible for merit increases as outlined in 3.04.650.
- Employee will continue to accrue seniority in his/her regular position/classification.
- Employee will continue to receive the benefit package associated with his/her regular position/classification.
- WOC compensation will not be considered or paid for assignments of two workdays or less or for training purposes.
- The Department must notify the Personnel Department when the WOC employee has a leave of absence that exceeds 10 ten working days since this results in ending WOC compensation. The Department must notify Personnel and submit the appropriate paperwork prior to continuing an employee in a WOC assignment upon his or her return from leave.
- Additional compensation for working out of class shall be no less than a minimum of five (5) percent or exceed a maximum of fifteen (15) percent.
- The Department is responsible for requesting WOC extensions anticipated to be beyond 180 days from the County Executive's Office using the Position Exception Form and process.
- Employee is not to begin the work out of class assignment until certified by the Personnel Department that the individual meets the minimum qualifications for the WOC assignment, the additional duties warrant WOC compensation, and that the WOC compensation requirements have been met.

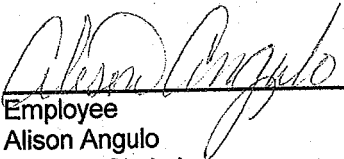
I have reviewed and understand the Department and Employee responsibilities with the requested WOC assignment and understand the provisions set forth above and specified in 3.08.510 of Placer County's Personnel Rules.



Appointing Authority
Holly Heinzen
Chief Assistant County Executive Officer
County Executive Office

3/25/15


Date



Employee
Alison Angulo
Account Clerk Journey
County Executive Office

3/20/15

Date



Supervisor
Kim M Davis
Senior Administrative Services Officer
County Executive Office

3/20/15

Date

**WORK OUT OF CLASS AGREEMENT
DEPARTMENT OF COUNTY EXECUTIVE OFFICE**

TO: Lori Walsh, Personnel Director
FROM: Holly Heinzen, Chief Assistant County Executive Officer
DATE: March 25, 2015
SUBJECT: Request for Work Out of Class (WOC) Pay – Extension

ACTION REQUESTED

Employee's Name:	Melissa Poplin
Current Classification:	Administrative Technician – Confidential
WOC Classification:	Staff Services Analyst I - Confidential
Initial WOC Effective Date:	10/11/2014
Requested Extension Effective Date:	04/03/2015
Approximate Number of Days:	90 days
Approximate End Date (End of pp):	07/02/2015
Reason for WOC Request:	

- | | | |
|---|---|--|
| <input type="checkbox"/> Fill Behind Leave of Absence | <input checked="" type="checkbox"/> Peak Workload/Special Project | <input type="checkbox"/> Pending Reclassification/Reallocation |
| <input type="checkbox"/> Fill Behind Retirement | <input type="checkbox"/> No Request to Fill Vacancy | <input type="checkbox"/> Request to CEO to Fill Vacancy |
| <input type="checkbox"/> Fill Behind WOC | <input type="checkbox"/> Temporary End WOC>80-Hours Leave | <input type="checkbox"/> Restart WOC>80-Hours Leave |

BACKGROUND

This work out-of-class extension request for Melissa Poplin is for the purpose of continuing to perform ongoing workload at the Staff Services Analyst I level, concurrent with ongoing staffing analyses of the administrative division of the County Executive Office. The definition of the Staff Services Analyst I position is to perform difficult and complex administrative studies related to the organization and to assist in the formulation of and implementation of office policies and procedures.

Melissa, working as Staff Services Analyst is currently performing supervisory administrative functions for the division, serving as co-lead system administrator for a Board Agenda Item Automation Project, ensuring the development of clerical desk-reference procedures, and supporting the countywide capital budget planning process. Prior to Melissa working out-of-class, these duties were being performed by a Senior Management Analyst who has since been re-directed to core analyst duties. Melissa has successfully assumed responsibility for oversight and supervision of the reception staff (2 secretaries), which has included identifying and developing reference procedures on an ongoing nature. Melissa has been serving as a System Administrator for the Board Item Automation Project and has taken responsibility for training County employees, writing procedure materials, testing the new software functionality, and handling vendor meetings and supporting management's stakeholder meetings.

Melissa continues to update the capital project and impact fee databases, support the publication of the countywide Capital Plan budget, and develop business process recommendations in support of capital planning. This assignment closely mirrors that of our existing Staff Services Analyst II who is responsible for the publication and sophisticated technical support of the countywide budget.

During the past six months of this work out-of-class assignment, Melissa, as part of the Staff Services Analyst I position, has performed the following ongoing activities:

Staff Services:

- Co-lead and System Administrator for the Granicus Board Item Automation Project, specifically:
 - Creating Business Process Maps with Visio to reflect business processes designed with "best-practices" versus status quo.
 - Establishing systematic controls for countywide approvals (i.e. User Security).
 - Performing System Administration updates to program the software according to County specifications / manager requests.
 - Coordinating subject matter needs with appropriate staff at Clerk of the Board, County Counsel, and County Departments, asking relevant questions and soliciting input at appropriate times.
 - Begun to write technical procedures, while incorporating new policies, for helping future users of the software perform their agenda duties.
- Continues to receive direction from Senior Management Analyst, or above, for coordinating the "annual" Countywide Capital Plan (i.e. gather information from departments, participate in capital team meeting preparation, maintain large database and recommend improvements to processes, organize, check for errors, and publish the Countywide Capital Plan).

Administrative:

- Supervising two secretaries in reception: leave requests, coordination of front desk coverage, monitoring and adjusting workloads, and making independent supervisory decisions.
- Serving as informant to Chief Assistant County Executive Officer and Deputy County Executive Officer related to reception performance and critical issues.
- Writing and overseeing the development of clerical desk-reference manual, including identifying where procedures and office policies are needed.
- Ensuring secretaries prepare reference materials as part of their assigned tasks (i.e. payroll one-pager, memo standardization one-pager, how to handle calls and visitors, etc.).
- Works closely with Senior Management Analyst, or assigned manager over administrative functions, to handle reception staff complaints, conflicts, or the most difficult coordination of certain tasks.

Future Goal of SSA I Position:

- For cross training with existing Staff Services Analyst II: Receive direction from Senior Management Analyst, or above, for supporting the Countywide Budget (i.e. generating statistical reports, retrieving data from software systems, utilizing sophisticated spreadsheets, recommend improvements to processes, organize, check for errors, and publish the Countywide Budget).

In the past six months, Melissa Poplin has performed at satisfactory levels in the work out-of-class assignment. She relies on her immediate supervisor for guidance and support during the most difficult decision-making processes; however, has shown growth and professional development during this time. The vision for the Staff Services Analyst position is to provide the momentum, via dedicated staff time, that is necessary to build inter-office processes, evaluate existing processes, and ensure ongoing follow-up through supervision and training, while serving as support to countywide fiscal processes that directly feed the County's initiatives of economic development and budget transparency. Additionally, once the Board Item Automation project is implemented, Melissa is slotted to continue performing ongoing System Administration (non "IT" related) to maintain the software and written procedures, update functionality to mirror updated policies, and train County employees annually.

RECOMMENDATION

It is therefore recommended that Melissa Poplin, Administrative Technician, be approved for WOC Extension pay as a Staff Services Analyst I for another 90 days. This WOC assignment will result in an approximate increase of 5%. Consistent with the guidelines presented under provisions for work out of

class section in Chapter 3 of the County code, additional compensation for working out of class shall be no less than a minimum of five percent or exceed a maximum of fifteen (15) percent. The specific amount of the additional compensation will be determined by an analysis of the employee's current classification and the proposed work out of class classification and in no case will exceed the amount the employee would receive if promoted.


AUTHORITY

In line with the principle that an employee assigned to work in a position having discernibly higher job duties should receive higher pay, positions within the classified service may be applicable for work-out-of-class assignment. Individual employees maybe certified by the personnel department as being eligible for work-out-of-class pay when so assigned by the appointing authority or designate of that appointing authority.
(3.08.510)

PROVISIONS FOR WOC ASSIGNMENTS

- For evaluation purposes, employee is rated on his or her current classification.
- Evaluation rating periods are not impacted by WOC assignments.
- Employee will continue to be eligible for merit increases as outlined in 3.04.650.
- Employee will continue to accrue seniority in his/her regular position/classification.
- Employee will continue to receive the benefit package associated with his/her regular position/classification.
- WOC compensation will not be considered or paid for assignments of two workdays or less or for training purposes.
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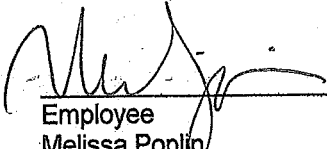
I have reviewed and understand the Department and Employee responsibilities with the requested WOC assignment and understand the provisions set forth above and specified in 3.08.510 of Placer County's Personnel Rules.



Appointing Authority
Holly Heinzen
Chief Assistant CEO
County Executive Office

3/25/15


Date



Employee
Melissa Poplin
Administrative Technician

3/25/15

Date




Supervisor
Gretchen Nedved
Senior Management Analyst
County Executive Office

3/25/15

Date

**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Civil Service Commission
From: Lori Walsh, Personnel Director
By: Suzanne Holloway, Senior Personnel Analyst 
Date: April 13, 2015
Subject: Request for Retroactive Work Out of Class Pay – Sheriff's Office

The Sheriff's Department is requesting retroactive work out of class pay for Cherish Rogers, beginning January 3, 2015.

Background

The Sheriff's Office is requesting retroactive work out of class pay for Cherish Rogers as a Supervising Public Safety Dispatcher. According to the department, Ms. Rogers has been performing the duties of a Supervising Public Safety Dispatcher since January 3rd of this year.

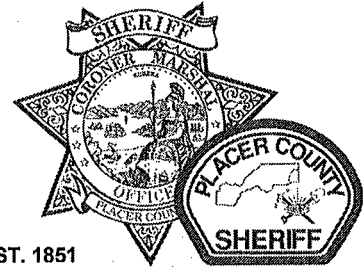
The Personnel Department received a Personnel Action Form and supporting documentation on March 18 requesting work out of class pay beginning January 3, 2015. Our normal practice is to input transactions with an effective date of the beginning of the pay period in which we receive them. In this case, that date is March 7.

Discussions with staff at the Sheriff's Office regarding the submitted request indicate that as a result the vacancies which occurred at the end of calendar year 2014 Ms. Rogers was assigned the higher-level duties but this did not get immediately communicated to the Administrative division. Once Administrative division staff became aware of the assignment paperwork to process the work out of class was submitted. Therefore, the Personnel Department is moving this request forward for the Commission's review and consideration.

cc Devon Bell, Undersheriff
 Mark Reed, Sheriff's Captain
 Mark Giacomini, Administrative Services Manager
 James Importante, Senior Management Analyst
 James Britton, Placer Public Employees Organization

Attachments

**PLACER COUNTY
SHERIFF
CORONER-MARSHAL**



EST. 1851

EDWARD N. BONNER
SHERIFF-CORONER-MARSHAL

TO: Lori Walsh, Personnel Director
FROM: Mark Giacomini, Administrative Services Manager
DATE: March 3, 2015
SUBJECT: Request for Work Out of Class (WOC) Retro-Active Pay
Cherish Rogers, Public Safety Dispatcher II

ACTION REQUESTED

Employee's Name: Cherish Rogers
Current Classification: Public Safety Dispatcher II
WOC Classification: Public Safety Dispatcher Supervisor
Initial WOC Effective Date: 01/03/2015 (pp. 20)
Requested Extension Effective Date: N/A
Approximate Number of Days: 125
Approximate End Date (End of pp.): 05/15/2015 (pp. 19)
Reason for WOC Request:

- | | | |
|---|---|--|
| <input type="checkbox"/> Fill Behind Leave of Absence | <input type="checkbox"/> Peak Workload/Special Project | <input type="checkbox"/> Pending Reclassification/Reallocation |
| <input type="checkbox"/> Fill Behind Retirement | <input type="checkbox"/> No Request to Fill Vacancy | <input checked="" type="checkbox"/> Request to CEO to Fill Vacancy |
| <input type="checkbox"/> Fill Behind WOC | <input type="checkbox"/> Temporary End WOC>80-Hours Leave | <input type="checkbox"/> Restart WOC>80-Hours Leave |

BACKGROUND

Our office is requesting to retro-actively pay Cherish Rogers, Public Safety Dispatcher II, for working out of class as a Public Safety Dispatcher Supervisor beginning 01/03/2015 through 05/15/2015, through the next Dispatch shift rotation, approximately five (5) months.

In September on 2014, one of our Public Safety Dispatch Supervisor's retired, creating a vacancy in our supervisory staff for our Dispatch Center. It was our intent to fill this vacancy with a line dispatcher and, when properly trained, establish an eligibility list for Public Safety Dispatch Supervisor to fill the vacancy from line staff. However, we have been unable to fill the line staff vacancy and, subsequently have not been able to begin the recruitment for the supervisory position. To compound our supervisory shortage, our Dispatch Services Manager resigned in November of 2014, thus leaving our remaining Supervisory staff to cover additional duties due to this vacancy as well. It became necessary to assign a Public Safety Dispatcher the duties of a Public Safety Dispatch Supervisor to assist in the supervisory duties for each of the dispatching shifts. Cherish Rogers was chosen to be assigned these higher levels duties.

Due to the loss of the Dispatch Services Manager and the on-going shift of these duties to our current Dispatch Communications Supervisors, the notification of the work-out-of-class assignment to County Personnel did not occur in a manner to begin compensating the employee, Cherish Rogers, in January. Our agency is requesting to rectify that error at this time.

RECOMMENDATION

It is therefore recommended that Cherish Rogers, Public Safety Dispatcher II, be approved to continue receiving WOC pay as a Public Safety Dispatch Supervisor effective 03/07/2015 through 05/07/2015. This WOC assignment will continue at an approximate increase of 5.0 %.


AUTHORITY

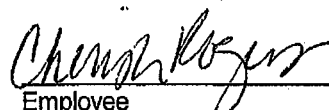
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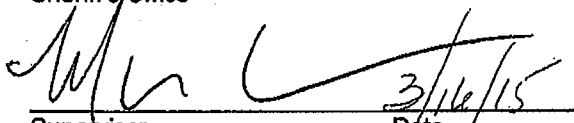
PROVISIONS FOR WOC ASSIGNMENTS

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- Employee will continue to accrue seniority in his/her regular position/classification.
- Employee will continue to receive the benefit package associated with his/her regular position/classification.
- WOC compensation will not be considered or paid for assignments of two workdays or less or for training purposes.
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- Employee is not to begin the work out of class assignment until certified by the Personnel Department that the individual meets the minimum qualifications for the WOC assignment, the additional duties warrant WOC compensation, and that the WOC compensation requirements have been met.

I have reviewed and understand the Department and Employee responsibilities with the requested WOC assignment and understand the provisions set forth above and specified in 3.08.510 of Placer County's Personnel Rules.

 3-17-15
Appointing Authority
Devon Bell
Undersheriff
Sheriff's Office

 3/14/15
Employee
Cherish Rogers
Public Safety Dispatcher

 3/16/15
Supervisor
Mark Reed, Captain
Sheriff's Office, Support Services Division

**MEMORANDUM
PERSONNEL DEPARTMENT
COUNTY OF PLACER**

To: Civil Service Commission
From: Lori Walsh, Personnel Director
Jerry Gamez, Administrative Services Director
By: Suzanne Holloway, Senior Personnel Analyst
Jennifer Duvall, Personnel Analyst II
Date: April 13, 2015
Subject: Reclassification Request and Classification Specification Revisions –
Countywide Information Technology classifications

Recommendation

It is recommended that the Civil Service Commission approve:

1. The proposed revisions to the classification specifications for the following classifications:
 - Geographic Information System Analyst I/II
 - Geographic Information System Technician I/II
 - Information Technology Analyst I/II
 - Information Technology Analyst Senior
 - Information Technology Supervisor
 - Information Technology Technician I/II
 - Technology Solutions Analyst I/II
 - Technology Solutions Analyst Senior
2. Abolishment of the following classifications:
 - Information Technology Technician - Senior
 - Technology Solutions Analyst I
 - Telecommunications Technician I/II
3. The administrative placement of the incumbents into the recommended classifications, pursuant to Placer County Code section 3.08.480, with the exception of eleven (10) employees who have submitted formal appeals prior to the published appeal deadline (highlighted on Attachment D).

Basis for Recommendation

Information technology (IT) classifications were previously studied and updated in 2002. Over the years, the field of information technology has evolved tremendously, as have the needs of County departments and the roles and responsibilities of various IT staff. Any recommendations to update class specifications or reclassify positions have been reviewed by the IT review panel, comprised of specific information technology specialists from various departments in order to maintain consistency and continuity Countywide.

In October 2013 Placer County entered into a contract with CPS-HR Consulting to undertake a Countywide classification and organizational study involving all information technology related classifications, as well as any non-technology positions in departments that were performing technology related tasks for their assigned unit. The primary goal of the study was to identify the appropriate classification structure and optimal organizational structure for information technology classifications across the County, identify current service level requirements and best practices, and to develop updated class specifications to better reflect current services, technology, and job functions.

The classification study encompassed one hundred thirty nine (139) positions allocated to the nineteen (19) IT specific classifications. Of these, one hundred nineteen (119) are currently filled and nineteen (19) are vacant. Staff from the IT division of Administrative Services, CEO, and Personnel worked closely with the consultant to facilitate the desired outcomes listed above. Management staff from County departments were also included in discussions regarding technology related needs and services as they relate to the current classification structure in order to identify potential improvements.

Per classification industry standards, the following factors were considered during the analysis when drafting class specifications and allocating individual positions:

- duties and responsibilities currently assigned;
- knowledge and abilities required to perform essential duties;
- supervision exercised and received;
- independence of decision making/authority to make commitments on behalf of the County;
- available guidelines/standards;
- consequence of error;
- person to person contacts in the normal course and scope of work.

Because classification analysis is based on the work currently assigned and performed for each position, the following were not considered when making recommendations:

- duties performed occasionally or those not considered essential or critical;
- volume of work;
- employee job performance;
- personality/interpersonal skills;
- efficiency at performing job tasks;
- personal qualifications exceeding current job duty requirements;
- longevity/history with the County;
- prior work experience or assignments that were at a higher level.

Methodology

The classification analysis was completed using the following process:

- CPS staff, IT division management staff, and Personnel staff conducted multiple orientation sessions all affected employees to discuss the process, review Position Inventory Questionnaires (PIQ's) and answer any questions as part of the project initiation and kick off. Department managers were also invited to attend the orientation sessions, and power point slides, video of one of the orientation sessions, and all handouts were made available to staff on the Personnel department's iPlacer site.
- Staff completed and submitted pre populated PIQ's. Content of the PIQ's was based on information technology industry standards grouped by service area/job function, information from current County class specifications, and feedback/input from the County's IT Review Committee. A copy of the PIQ used for this study can be seen in Attachment B. Completed PIQ's were reviewed by immediate supervisors as well as management staff, then submitted electronically directly to the Consultant for review and analysis.
- CPS consultant staff met individually with all participants requesting a follow up interview as well as a representative sample of affected staff across class levels, assigned departments, and work locations. These meetings either took place individually or as a group, with just under 60% of employees interviewed. Any follow up questions or issues regarding information contained in the PIQ's was discussed with staff either in person or over the phone by CPS staff.
- Class plan structure and class plan concepts were drafted and reviewed with County Executive's Office staff, Personnel staff, IT Division management, and the IT Review Committee. Following this review, draft class specifications were also reviewed, with the opportunity for updates/changes to language included in the class specifications.
- Based on the classification plan structure and information contained in the draft class specifications, the IT review panel drafted position study checklists to

consider when responding to individual allocation study requests after implementation.

- Based on the information contained in the PIQ's and feedback received during the follow up meetings with incumbents and supervisory/management staff, draft allocation recommendations were submitted to the Personnel Department and the IT division for initial review.
- Due to a reorganization that occurred in the IT division in May of 2014, management staff expressed concern that the information contained in the PIQ's was no longer current or reflective of employees' scope of work. Therefore, additional information was submitted to the consultant for review to determine whether allocation recommendations needed to be updated. As a result of this review new allocation recommendations were submitted to the County in the fall of 2014.
- Personnel staff met with management personnel from each department to review allocation recommendations for their specific positions, which included an overview of the study results, criteria considered in making allocation recommendations, and any budgetary implications of these recommendations. Additional information was then provided by management staff regarding position requirements and follow up discussions were scheduled with consultant staff and managers as requested in order to clarify updated position scope and respond to any follow up questions or concerns.
- All employees included in the study were notified of the consultant's allocation recommendation and provided with a copy of the draft class specification for their position. Per County code, each employee was given the opportunity to review and comment on the recommendations.
- For those staff who had questions as to the allocation and review process, Personnel staff held informational meetings out at work sites and responded to questions as they arose.
- All feedback forms submitted as a result of the employee review process, along with comments from immediate supervisors and managers, were submitted for further review and analysis to the consultant.
- Seventy employees submitted feedback forms as a result of this review. Of these:
 - 35 indicated that they did not agree with the consultant's initial allocation recommendation, and 35 were in agreement with the results.
 - 26 of the 35 employees who did not agree with the study results had no changes to their current classification or level, but felt they should be

allocated to a classification that was higher than the one they currently held.

- 18 of the 35 employees who submitted feedback offered suggestions and feedback regarding the language contained in the class specifications
- Based on information contained in the PIQ's, follow up information obtained from incumbents, supervisors, and managers, and information in the employee feedback forms, a final classification report, including final allocation recommendations and revised/updated class specifications incorporating suggested/updated language, was submitted by the consultant to the Personnel department.
- Outcomes included the following:

# of employees with no changes/title changes only	93
# of changes	26
# of promotions	17
# of transfers	7
# of demotions/y-rates	2

Results & Recommendations

Overall, the current structure for management and supervisory classifications still appears to be appropriate, with minor updates to language recommended. However, additional changes were recommended to the non-management and technical classifications in order to better reflect the actual work performed and distinguish each job family from the others. Since the original class study in 2002, many jobs at the non-management level have evolved based on service needs and advancements in information technology. Furthermore, information technology services have shifted and reorganized over the past several years, causing some overlap between classifications within the current structure.

Detailed descriptions of each recommended job classification and its primary responsibilities are included in the consultant's classification study report (Attachment A), which includes the following classifications:

- IT Manager
- IT Supervisor
- Senior IT Analyst
- IT Analyst I/II
- Senior IT Specialist (formerly titled Senior Technology Solutions Analyst)
- IT Specialist (formerly titled Technology Solutions Analyst II)
- Geographic Information Systems (GIS) Analyst I/II

- Geographic Information Systems (GIS Technician I/II
- IT Technician I/II

Detailed descriptions of each recommended job classification and its primary responsibilities are included in the consultant's attached classification study report and the draft class specifications. As a result of an analysis of current position requirements and work flow, overall findings and recommendations are summarized below.

1. Update language on class specifications to more clearly reflect the work performed and current technology used in order to better facilitate recruitment efforts and remain consistent with industry best practices and standards.
 - Given the broad range of assignments, each of the primary areas of assignment within the Information Technology Analyst classification are described in order to clarify job requirements and facilitate recruitment efforts at this level.
 - Outdated functions and terminology were replaced with language which more accurately reflects the work being performed.
2. Consolidate classifications where the duties and responsibilities of the work assigned are sufficiently similar in scope and complexity.
 - There was significant overlap on the allocation factors between the Telecommunications series and the Information Technology Technician I/II series. Absorbing the telecommunications function into the broader IT series allows for greater flexibility and is consistent with the County's broad classification structure.
 - The possibility of combining the Geographic Information Systems (GIS) job family with the Information Technology job family was also explored, but the work performed and skill set required for Geographic Information Systems is so specialized that employees would not be able to rotate in and out of GIS without specific training and experience in this area. Therefore, this job family was kept separate to reflect substantially different job functions and requirements.
3. Provide clearer distinctions among the different classifications and the levels within each classification series.
 - Additional language in the Distinguishing Characteristics section of each class specification was included to provide information regarding the differences between each classification and the classifications directly above and below them.
 - Over the years there has been some overlap between the Technology Solutions Analyst and the IT Analyst series as departments have reorganized and information

technology services have been re-centralized. Redefining the Technology Solutions Analyst I/II as a single-level Specialist classification more accurately clarifies the type and level of work performed, as anyone assigned to this classification would be expected to perform at the full journey level. While assignments within this class may vary depending on assignment, incumbents must be able to provide a wide variety of services to their customers and requiring detailed or specialized knowledge in one or more particular applications.

- There currently does not appear to be a need for a Senior level IT Technician. Incumbents studied were either working at the technical or specialist level, with lead responsibilities assigned at the higher level. Therefore it was recommended that the senior level technician class be abolished.

Employee Review

As provided by Chapter 3, Section 3.08.520, each study participant has had an opportunity to review the both the study's final recommendations for his/her position and has been notified of the opportunity to appeal the recommendation to your Commission specifically for his/her position. A total of ten (10) requests to appeal were received by the stated deadline. Of these, 7 had no change to their existing allocation and 3 would be transferred to a different classification with no salary implications. It is anticipated that these appeals will be reviewed by the Commission at a future meeting. No changes will be made to these positions until the appeal process has been completed.

Attached for your review and approval are the proposed classification specifications and allocation recommendations. Proposed changes reflect updated practices/technology and scope of work currently performed by incumbents. A copy of the PIQ developed for this study and the final Classification Report submitted by the consultant are also attached for your reference. The Personnel Department, County Executive's Office and Placer Public Employee Organization have reviewed and are in support of the recommended changes and updates.

cc: County Department Heads
IT Review Committee Members
Chuck Thiel, Representative, Placer Public Employees Organization
James Britton, Representative, Placer Public Employees Organization

Attachments:

- A Consultant's Classification Study Report
- B Position Inventory Questionnaire (PIQ)
- C Draft Class Specifications
- D Allocation recommendations (by employee)

Placer County

Final Report

County-Wide Information Technology Classification Study

SUBMITTED BY:

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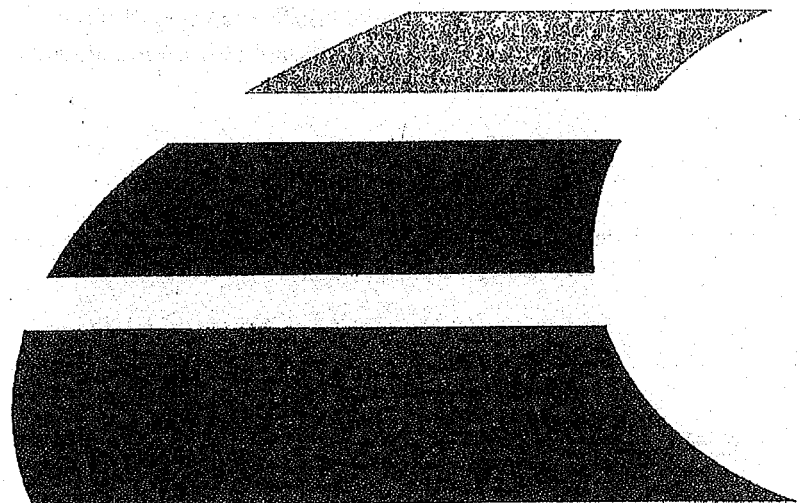


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SECTION I – BACKGROUND/INTRODUCTION

The County of Placer (the "County") retained CPS HR Consulting ("CPS HR") to conduct a County-wide classification study for its Information Technology (IT) positions. The purpose of the study was to ensure that all positions are properly classified within the County's current classification structure and/or to develop a new classification structure more closely aligned with the County's IT operations.

The goals of this study are to:

- Conduct an evaluation of the appropriate current and future use of the IT classification structure to determine whether there is a need to streamline or modify classification functions to meet the County's needs.
- Update classification specifications and/or recommend new classifications, as deemed appropriate
- Review the current duties assigned to incumbents within the current classifications with recommendations for reclassification to new or existing classifications, if appropriate.

This classification study encompassed one hundred thirty one (131) positions allocated to the nineteen (19) IT and GIS specific classifications listed below, as well as, five (5) positions which are not classified in an IT classification, but which are performing technology related tasks within their respective departments or agencies.

- Deputy Director Information Technology
- Geographic Information System Analyst I
- Geographic Information System Analyst II
- Geographic Information System Technician I
- Geographic Information System Technician II
- Geographic Information System Technician Senior
- Information Technology Analyst I
- Information Technology Analyst II
- Information Technology Analyst Senior
- Information Technology Manager
- Information Technology Supervisor
- Information Technology Technician I
- Information Technology Technician II
- Information Technology Technician Senior
- Technology Solutions Analyst I
- Technology Solutions Analyst II
- Technology Solutions Analyst Senior
- Telecommunications Technician II

The majority of the positions studied (eighty-six) are assigned to the County's Information Technology Division of the Administrative Services Department. Ten positions are located in the County's Sheriff Department, nine positions are located in the County's Clerk-Recorder/Elections Department, and eight positions are located in the County's Community Development/Resource Agency. The remaining twenty-three (23) positions studied are located in the Administrative Services, Air Pollution, Assessor, Auditor, Child Support, County Executive, District Attorney, Facility Services, Personnel, Public Works, and Treasurer/Tax Collector Departments.

SECTION II – PROJECT SCOPE AND METHODOLOGY

The following steps were taken by the CPS HR project team to complete this classification study. The project team:

1. Conducted an initial meeting with the Director of Personnel, the Assistant Director of Personnel, the Senior Personnel Analyst and Personnel Analyst responsible for managing the project for the County, the Director of Administrative Services, the Deputy Director of Information Technology, and the Deputy County Executive, Risk Management; to ensure a comprehensive understanding of the study goals and objectives and to receive their comments, feedback and concerns with respect to the study and the process.
2. Prepared a customized, comprehensive Position Description Questionnaire to capture job related data for analytical purposes from all study employees. The PDQ utilized for this study was "pre-populated" with relevant job duty statements in all areas common to Information technology positions, in order to collect thorough and consistent information from all incumbents.
3. Met with the County's IT Classification Review Committee to discuss the classification study and any concerns/problems related to the current IT classification structure, and to further customize the PDQ to better address the County's functional areas of work.
4. Conducted employee orientation sessions to ensure all employees (i) were apprised of the study goals, processes and objectives; and (ii) had an opportunity to express any concerns or questions on the study.
5. Conducted a detailed analysis of each position through the analysis of individual Position Description Questionnaires (PDQs).
6. Conducted interviews with approximately 56% of study positions to gain a comprehensive understanding of work performed.
7. Analyzed all of the information gathered via the PDQ's and job evaluation interviews to identify the scope and level of work performed by each employee as well as the typical duties and the requisite knowledge, skills, abilities, and other job-related characteristics required to perform the work assigned to each position.
8. Developed Draft Preliminary Classification Concepts for client review and feedback.

9. Developed a classification structure consistent with the classification concepts encompassing the total bodies of IT related work being performed within the study positions.
10. Developed draft new and revised classification specifications supporting the classification structure recommendations.
11. Developed a Draft Classification Report for County review.
12. Met with representatives from the County's Personnel Department, Information Technology Division within the Administrative Services Department, and the IT Classification Review Committee to receive input regarding the draft report and classification specifications, respond to questions, and discuss proposed revisions.
13. Based on classification concepts, classification structure, and PDQ content allocated each position included in the study to an appropriate classification.
14. Met with representatives from the County's Personnel Department, Information Technology Division of the Administrative Services Department, and Sheriff's Department either in person and/or via conference call to discuss the allocation recommendations, receive input, and respond to questions.
15. Received and reviewed additional information from Kathy Buchanan, Deputy Director of Information Technology regarding the Senior IT Analyst positions in the ACORN Systems Support group and the IT Analyst I and II positions in the Customer Services Center group. Received and reviewed additional information from Jerry Silva, Information Technology Manager, in the Sheriff's Department regarding the Senior IT Analyst position currently occupied by Kevin Davis and the IT Analyst I position currently occupied by Dillon Taber.
16. Made changes to initial allocation recommendations where appropriate.
17. Submitted a revised draft report for review.
18. Completed the employee review process.
19. Submitted this final report.

SECTION III – CONCEPTUAL FRAMEWORK

The classification analysis, as applied to positions within the County, relies upon sound principles of job evaluation. The approach identifies classifications that reflect distinct differences in levels and types of work as determined through the use of established allocation factors and classification concepts. To present this framework, this section is organized as follows:

- General Guidelines and Definitions
- Nature of Work
- Classification Job Family Levels
- Flexible Staffing

An accurate and up-to-date classification system provides an organization with the necessary tools to make administrative, fiscal control, and human resources decisions. Accurate, current, and ADA-compliant classification specifications provide the fundamental and essential building blocks for successfully administering recruitment, performance management, compensation, and succession planning programs. In addition to providing the basis for these types of human resources management and process decisions, position classification can also effectively support systems of administrative and fiscal control. Identifying positions based on a well defined and orderly classification system supports organizational planning, budget analysis and preparation, and various other administrative functions.

The methodology used by CPS HR during this study relied upon sound principles of job classification analysis. Using this approach, CPS HR has developed a classification structure for the County's Information Technology positions that is designed to reflect distinct differences in the levels and types of work being performed based on established classification factors and concepts. This section of the report presents the conceptual framework for the methods used by CPS in developing the County's proposed classification plan.

GENERAL GUIDELINES AND DEFINITIONS

Point in Time Analysis

A classification study primarily captures the essential nature of positions at a single point in time. Therefore, recommendations cannot be based upon all possible future changes, particularly in a rapidly changing environment where organizational needs, technologies and skill requirements are continuously evolving. CPS HR has, to the extent possible, designed a classification structure in line with the County's current goals, recognizing that other additions or deletions from the plan may take place in the future. Overall, the proposed classification structure, the levels of work, and the

functional areas identified from both a broad and narrow perspective, should provide a strong foundation for the County's future classification needs.

Whole-Job Analysis

For purposes of this study, CPS HR used a whole-job analysis approach. This approach compares jobs with one another on the basis of an overall evaluation of difficulty or performance. The entire position, including the skills required, the decision-making authority, the scope, the magnitude of work, and the accountability for results, is compared as a whole to other positions.

Preponderant Duties

Classification studies often find that positions are assigned a wide range of duties and that incumbents have various levels of responsibility at any one time. Therefore, the positions must be analyzed based on their preponderant duties. Preponderance is a measure of importance, and the most preponderant duties of a position are those that support the primary purpose of the position. Sometimes the most time-consuming duties of a position are preponderant; however, consideration must sometimes be given to the responsibility and complexity of certain duties that do not occupy the majority of the incumbent's time. Overall, the determination of preponderance is a judgment call based on a consistent set of factors.

Level and Not Volume of Work

Position classification is a reflection of the level of work performed by an employee; and thus, it is generally independent of volume. For example, if one employee processes double the work of another, yet the percentages of time spent on those tasks and other duties are comparable, a single classification should be appropriate for both positions. In fact, study questionnaires do not ask for, and the consultants do not consider, the relative productivity of employees when evaluating positions. Likewise, classifications are not distinguished by the amount of time spent by incumbents on tasks or the volume of work assigned to positions since problems of excessive workload are properly solved by redistributing work or adding employees, and not by creating new classifications.

Classification of the Position, Not the Employee

Position classification should be consistent regardless of who holds the position. As such, a classification study process classifies positions, not individual employees. In fact, consultants generally attempt to evaluate positions based on what they would look like if vacant or occupied by other employees. Furthermore, classification does not consider the capabilities of individual employees or the efficiency and effectiveness of an incumbent. It is not a measure of how well an individual employee performs but of the actual duties assigned to the employee. Thus, classification is not a tool to reward individual achievement, nor should classifications be created simply to reward length of service.

Position versus Classification

Position and classification are two words that are often thought of as interchangeable; but in fact have very different meanings. In a classification plan, a position is an assigned group of duties and responsibilities performed by one person. Sometimes the word "job" is appropriately used in the place of position.

In contrast, a classification may contain only one position, or may consist of a number of positions. When there are several positions assigned to one classification, it means that the same title is appropriate for each position because: the scope, level, duties, and responsibilities of each position assigned to the classification are sufficiently similar [but not necessarily identical]; the same core knowledge, skills, and other requirements are appropriate for all positions; and the same salary range is equitable for all positions.

Classification versus Allocation

Classification is the process of identifying and describing the various kinds of work in an organization and grouping similar positions together based on job family, classification series, and classification distinctions. Allocation is more specifically tied to the placement and/or budgeting of positions within an organization. Thus, agencies may allocate a position within an organization based on the results of the classification analysis for that position.

Using Titling Conventions for Consistency

Within any organization, the use of classification titles and levels should be based on the specific needs of the organization.

NATURE OF THE WORK

The overall nature of the work being performed provides the basis for establishing job families and also helps group positions according to their overall functions and responsibilities. Thus, CPS HR first identified the predominantly non-management technology related work performed in the County as either "technical" "specialist" or "professional" in nature. These categories are described as follows.

- **"Technical" classifications** describe work that requires skills, knowledge, and abilities typically acquired through practical experience. Typically, positions at the technician level may require incumbents to have, at a minimum, a high school diploma or GED equivalency, combined with college level courses or possession of technical certification. Incumbents assigned to this classification level will perform duties that include, but are not limited to: serving as a first and/or second level responder for user hardware/software issues; troubleshooting routine problems and either providing technical assistance to customers, or referring the issue to the next level responder.
- **"Specialist" classifications** describe paraprofessional work that requires skills, knowledge, and abilities typically acquired through a combination of formal education and practical experience. Typically, positions will require incumbents to have some formal education such as an Associate's Degree, or comparable training/specialized certifications. Specialist classifications often bridge the gap between lower-level support classifications and higher-level professional, administrative, or other advanced-level classifications. Incumbents assigned to this classification level will perform duties that include, but are not limited to: serving as a second level responder to customer issues, typically from the business user's perspective; troubleshooting routine applications problems and either resolving or referring the issue to the next level, typically the application developer; testing, documenting and implementing new, enhanced or upgraded applications; providing training and assistance to users of a specialized software program(s) or system(s) that requires specialized knowledge beyond that of the users; and developing a variety of reports from assigned systems. The County does not currently have a body of work at the specialist level within its networking function, however, duties for this specialty can be added if the County wishes to do so for future purposes.
- **"Professional" classifications** typically describe work that is both technologically complex and analytical in nature, requiring incumbents to possess sufficient knowledge and skill to analyze technology problems, evaluate and identify alternatives, and recommend/implement technology actions/solutions that are significant to the department. Professional IT classifications generally require incumbents to have a Bachelor's Degree in computer science or a related field.

CLASSIFICATION JOB FAMILY LEVELS

- **Entry-level** classifications are designed to provide an on-the-job training opportunity to an employee who has limited or no directly related work experience and is not yet performing the full range of work assigned to the journey-level class. In some cases, positions which are limited in scope and/or performing more basic duties may be permanently allocated to the entry-level. For example, first level responders would be permanently allocated to the entry-level.
- **Journey-level** classifications recognize positions that perform the full range of tasks typically assigned to positions in the job family. A journey-level position requires incumbents to be fully competent in performing assigned duties.
- **Advanced Journey-level** classifications describe positions with specialized and/or advanced duties beyond the journey level of the series. In addition, for project management related accountabilities, incumbents at the advanced journey level would be responsible for administering or managing projects that are medium to large in size and scope, requiring the support of multiple staff and/or the procurement/utilization of specialized resources. Positions at this level may also be assigned functional or technical (lead) supervisory responsibilities over a small number of positions; however, such responsibilities are ancillary to the performance of the more advanced, complex duties requiring technical expertise. The designation of "Senior" has been used for this advanced level classification.
- **Supervisor-level** classifications describe full, first-line supervisory positions that plan, assign, supervise, and formally review the work of subordinates; assist in program development and management; and assume responsibility for a variety of personnel actions in such areas as performance evaluation, training, selection, transfers, approval of leave, and recommending disciplinary measures. Supervisors may also assist in budget development and administration. Most "working" supervisors also spend a substantial portion of their time performing the more difficult and complex work of the section or unit. The designation of "Supervisor" or "Supervising" has been used for this level classification.
- **Manager-level** classifications describe full responsibility for planning, organizing, directing, staffing and controlling one or more major technology functions and/or operations within a department. Managers are also responsible for the strategic planning and budget oversight for technology functions and/or operations for a department.
- **Deputy-Director level** classifications describe responsibility for assisting a department head (Director) with the staffing, management and strategic planning of all department activities and projects, as well as, working with other County departments to forecast and plan for services to be provided to the County departments.

FLEXIBLE STAFFING

Associated with the above described class series is the practice of flexible staffing. The County may choose to flexibly staff positions within a class series containing an entry-and a journey-level. Flexible staffing gives the County the flexibility to hire employees at the entry level or the journey level depending upon applicant qualifications and staffing needs. Positions budgeted at the journey level and encompassing full journey-level work would normally be filled at the entry level when they become vacant, unless the needs of the County require that the position be filled at the journey level. The distinction between the entry level and the journey level is based upon the degree of responsibility to which an incumbent is expected to perform rather than on the types of duties assigned.

After gaining the experience and knowledge to perform the full range of journey-level tasks and fulfilling any special requirements for the journey level, the employee could reasonably expect to progress to the journey level based upon the judgment of management. It is emphasized that flexible staffing does not preclude the County from identifying certain positions in the class that contain primarily routine and repetitive tasks and assigning those positions to the entry level permanently. In these cases, the employee at the entry level could not reasonably expect to advance to the journey level while in the assigned position.

SECTION IV – FINDINGS AND RECOMMENDATIONS

The IT classification structure recommended by CPS HR retains much of the current structure for management and supervisory classifications, but changes the classification concepts for some of the non-management information technology positions throughout the County to (i) consolidate classifications where the duties and responsibilities of the work assigned are sufficiently similar in scope and complexity; (ii) retitle and revise the Technology Solutions Analyst classification series; (iii) more clearly define the different areas of assignment within the Information Technology Analyst classification, and (iv) provide clearer distinctions among the different classifications. Some of the challenges in the current structure are presented below:

- There are currently two distinct IT classification series used to allocate positions that are responsible for performing IT duties of a professional nature. The Information Technology Analyst classification series is primarily utilized within the central IT Division and the Technology Solutions Analyst classification series is primarily used in the outlying Departments. Over time, the distinction between these two classification series has become less clear.
- There currently is no classification for positions assigned responsibilities beyond those typically assigned to the Technician level, but are not performing professional level duties as defined in the Information Technology Analyst or Technology Solutions Analyst series.

- There is a need for clearer distinction between an Information Technology Supervisor and an Information Technology Analyst – Senior in terms of supervisory responsibilities. There is also a need for a clearer distinction between the Information Technology Analyst classification series and the Technology Solutions Analyst classification series.
- Finally, within the Information Technology Analyst series there is a need for greater definition of the different areas of technical assignment; for recruitment purposes.

CPS HR has developed a revised classification structure that more clearly defines the Information Technology Analyst series; changes the title of the Technology Solutions Analyst series to Information Technology Specialist series and defines this series as a specialized technical level and lead specialized technical level; and provides clear distinction between the different level of duties and responsibilities assigned to positions within each series. The recommended classification structure is detailed below and on the following pages.

An overview of the recommended classification structure is presented in the table below.

County of Placer Information Technology Study Overview of Recommended Classification Structure	
Deputy Director, Information Technology Division	
Geographic Information Systems Analyst I	
Geographic Information Systems Analyst II	
Geographic Information Systems Technician I	
Geographic Information Systems Technician II	
Information Technology Manager	
Information Technology Supervisor	
Information Technology Analyst Senior	
Information Technology Analyst II	
Information Technology Analyst I	
Information Technology Specialist Senior	
Information Technology Specialist	
Information Technology Technician II	
Information Technology Technician I	

The next section of this report provides a summary of the title, nature of work and a brief narrative on typical duties and responsibilities assigned to each proposed classification.

- Deputy Director, Information Technology

CPS HR proposes that this classification be retained. This classification is responsible for the management and strategic planning of all division activities and projects, as well as, working with other County divisions and departments to forecast and plan for services to be provided by the Information Technology Division.

■ **Information Technology Manager**

CPS HR proposes that this classification be retained. This classification is responsible for managing major work units or sections within the Information Technology Division or the Information Technology work unit within an outlying department. Duties include, but are not limited to: supervising/managing others through subordinate supervisors; giving direction to staff; making program and policy recommendations to function management and/or department executive team; leading department or County-wide projects/assignments; setting the vision/mission for the assigned program, unit or section and ensuring achievement of objectives; exercising a significant level of discretion and accountability in program decisions and work to be accomplished, including changing priorities for subordinate staff within the scope of assignment.

■ **Information Technology Supervisor**

CPS HR proposes that this classification be retained. This classification is responsible for full supervision of information technology staff, managing multiple projects, and performing advanced professional duties pertaining to the analysis, development, maintenance and administration of various systems, applications and/or network solutions to meet business needs. Specific duties may include, but are not limited to: supervising a group of information technology staff who perform professional applications development and support, network support, information technology analysis/administration, and/or other related information technology duties; and performing a variety of applications, network, and/or professional technology analysis duties as a working supervisor. Incumbents may serve as technical specialists for a particular functional area and/or perform project management, but the preponderant role that distinguishes positions in this classification from the Information Technology Analyst Senior level is the supervisory role.

■ **Information Technology Analyst Senior**

CPS HR proposes that this advanced journey/lead/technical expert classification be retained. This classification describes positions that lead, perform advanced, specialized professional duties, and/or require technical expertise pertaining to the analysis, development, maintenance and administration of complex computer hardware and software systems to meet business needs, and/or for serving as a Project Manager where such duties are performed on an ongoing basis. Positions at this level may also be assigned functional supervisory responsibilities over a small number of positions; however, such responsibilities

are ancillary to the performance of the more advanced, complex duties requiring technical expertise. Incumbents at this level of the professional series are responsible for:

- Performing advanced, specialized technology duties that are predominantly analytical in nature and require technical expertise, where the incumbent acts in an advisory role to other analytical staff and provides strategic input within his/her area of specialization. Examples of duties include, but are not limited to, analyzing and evaluating the County's overall network design and identifying suitable areas for strategic network improvements.
- Planning, organizing, directing, and controlling a broad variety of large, complex information technology projects for the design and implementation of automated solutions for enterprise, client/server, desktop and/or other computer systems requiring the support of multiple staff and/or the procurement/utilization of specialized resources; ensuring that assigned projects are delivered on time, within budget and to customer specifications; and performing other related duties as assigned.

■ Information Technology Analyst I/II

CPS HR proposes the retention of these classifications (entry and journey) with modifications. These classifications are designed to describe positions that perform professional duties related to the analysis, development, maintenance and administration of computer hardware and software systems to meet business needs. Incumbents at this level of the professional series are responsible for performing the full range of assigned technology duties that are predominantly analytical in nature, such as analyzing business needs and recommending options for integrating improvements to processes; managing the development and integration of new tools (including online tools) for compliance with business requirements; applications development analysis (including creation of design requirements); designing, developing and maintaining websites – includes the design of website navigation and application frameworks and creating database connections; performing database management and administration – ensuring maximum database availability and protection, monitoring and administering database security, designing and modifying database structures, tables and files; performing system administration – installing, updating, maintaining and administering various operating systems on various platforms, maintaining the integrity of network structures and support routines, providing system administration services; performing network analysis including the design and configuration of network infrastructures and evaluating and implementing network upgrades; analyzing business needs, and preparing design specifications, recommendations, and solutions for telecommunications technology and/or audio/visual solutions. Other duties may include providing technical support and training to users of particular applications, but these duties are secondary to the primary focus on analytical duties.

■ **Information Technology Specialist Senior**

CPS HR proposes that the current classification of Technology Solutions Analyst Senior be retitled to Information Technology Specialist Senior and redefined as a specialized technical classification to describe positions that perform and lead others performing a variety of duties that include, but are not limited to the following: Serving as a second and third level responder to customer issues, assisting users of one or more particular applications where detailed knowledge of the specific applications is required, troubleshooting and resolving a variety of operations/business-process related applications problems; developing and generating a variety of standard and customized reports from assigned systems; analyzing existing processes and providing recommendations regarding technology solutions; coordinating with vendors or state programs to develop system modifications; coordinating the testing of new or modified applications; producing and presenting training on specialized applications to users; and using various computer languages to write computer code/programs based on specifications created by others. Incumbents at this level may also serve as the County or department representative on working groups within or outside the County related to a specialized software or system.

■ **Information Technology Specialist**

CPS HR proposes that the current classification of Technology Solutions Analyst II be retitled to Information Technology Specialist and redefined as the journey-level, specialized technical classification to describe positions where the majority of time is devoted to a variety of duties that include, but are not limited to the following: Serving as a second level and third level responder to customer issues requiring specialized knowledge, assisting users of one or more particular applications where detailed knowledge of the specific applications is required, troubleshooting and resolving a variety of operations/business-process related applications problems; developing and generating a variety of standard and customized reports from assigned systems; analyzing existing processes and providing recommendations regarding technology solutions; coordinating with vendors or state programs to develop system modifications; coordinating the testing of new or modified applications; coordinating the testing of new or modified applications; producing and presenting training on specialized applications to users; and using various computer languages to write computer code/programs based on specifications or business requirements created by others. Because this classification is designed as the "Specialist" level, serving as a bridge between the technical classification series and the professional classification series, and requiring specialized knowledge, an entry-level is not recommended for the Information Technology Specialist classification series.

■ Information Technology Technician I/II

CPS HR proposes the retention of these classifications (entry and journey) with modifications. These classifications are designed to describe positions that perform duties that include, but are not limited to: Serving as a first and/or second level responder for routine/common user computer, network and hardware/software issues; monitoring, troubleshooting and repairing hardware or software problems; monitoring, installing, configuring and upgrading hardware, software and peripherals; troubleshooting and repairing routine system problems and providing technical assistance to customers or referring the issue to the next level responder; installing, replacing and repairing equipment and cables; and creating or reviewing account access, and hardware/software roll-outs and inventory. For positions where duties are primarily limited to more routine/basic assignments such as serving as a first level responder for hardware/software issues, receiving trouble calls, troubleshooting basic problems such as connection or printer issues, installing software, and forwarding a large percentage of more complex or specialized calls to another staff member; CPS HR recommends permanent allocation to the Information Technology Technician I level.

■ Geographic Information Systems classification series

CPS HR recommends the retention of Geographic Information Systems Analyst I, Geographic Information Systems Analyst II, Geographic Information Systems Technician I, and Geographic Information Systems Technician II as separate from the Information Technology series, with updates to the class specifications. Placer County currently only has one position allocated to the Geographic Information Systems Technician Senior classification. It is CPS HR's recommendation that this classification be deleted at the time where this one position is either reclassified or deleted.

Revised class specifications for Information Technology Manager, Information Technology Supervisor, Information Technology Analyst Senior, Information Technology Analyst I/II, Information Technology Specialist Senior, Information Technology Specialist, and Information Technology Technician I/II, Geographic Information Systems Analyst I/II and Geographic Information Systems Technician I/II are presented in Attachment A.

A summary table of the position allocation recommendations for all positions studied may be found in Appendix B at the end of this report.

V. Summary

The above sections of this report provide detailed information concerning the scope of the project, the methodology used to complete the classification study, as well as the results of the study, which include revisions to the class specifications. We are happy to submit this final report to the County of Placer.

Instructions for Completing the Position Description Questionnaire

Placer County has retained CPS HR Consulting (CPS HR) to conduct a classification study of all positions in Information Technology classifications. This memo is designed to supplement the employee orientation sessions as well as to provide assistance for those who were unable to attend.

Employees will be provided an electronic Position Description Questionnaire (PDQ) to complete. Employees will be provided approximately two weeks to complete the form. It is our recommendation that you complete the form as you go through your day rather than trying to complete it all at once. Below is a summary of how to complete each item within the PDQ, followed by the applicable section and item number.

Employees should:

- Briefly summarize the purpose of your job. (*Page 1*)
- Review the pre-populated lists of tasks, check those that you perform and provide the estimated percentage of time for each overall area and each individual task. The total for individual tasks should equal the overall percentage for that area. The total percentage for all overall areas must equal 100%. You may perform tasks in more than one area, so be sure to read all tasks. (*Section I, Items 1 – 11*)
- List any special tasks or other important duties that are only performed occasionally. (*Section I, Item 12*)
- List any services or work products directly generated as a result of the duties performed, such as operating procedures, reports, etc. Describe how your work is checked in order to discover/eliminate errors. (*Section II, Items A and B*)
- List any formal guidelines or regulations within which your duties must be performed; identify any conflicting guidelines, and how such conflicts are resolved, and whether the guidelines change (*Section II, Item C*).
- Provide a description of the level of authority your position has to ensure compliance with laws, codes, and standards. Also provide a description of the corrective actions you can take if noncompliance is detected. (*Section II, Items D and E*)
- Provide examples of decisions or problems that occur on a regular basis that are resolved by you and provide examples of problems that are referred to your supervisor. (*Section III, Item A*)

- List the people within Placer County with whom you have regular contact other than your direct supervisor or direct subordinates; describe the purpose and frequency of these contacts. (*Section IV, Item A*)
- List the people outside of Placer County with whom you have regular contact in the course of your duties and list the purpose and frequency of these contacts. (*Section IV, Item B*)
- Identify the level of supervision received from your immediate supervisor or manager. (*Section V, Item A*)
- List those individuals that you receive work assignments from. (*Section V, Item B*).
- Identify the level of direct supervision exercised by you. Direct supervision includes the responsibility for conducting performance evaluations. (*Section V, Item C*)
- Identify the level of lead supervision exercised by you. Lead supervision includes assigning work to others, reviewing the work of others, and answering questions but does not include conducting performance evaluations. (*Section V, Item D*)
- List the employees over whom you exercise some level of supervision. Include each employee's name and job title, indicate whether it is direct supervision or lead supervision, and indicate whether they are a full time, part time, or temporary employee. (*Section V, Item E*)
- For each statement, check the box that most accurately describes the level of authority exercised with respect to direct or lead supervision of others. (*Section V, Item F*)
- List the knowledge, skills, and educational and experience level required for your position on the first day of the job. This information will assist with revising the minimum qualifications, if needed. (*Section VI, Items A and B*)
- List any licenses, certificates, or registrations that are required for your position either by law or by Placer County. (*Section VI, Item C*)
- If there are other employees that perform duties identical to yours, list their names and titles. (*Section VII*).
- Utilize the space provided to identify any important information not otherwise covered by the previous items. (*Employee Statement Conclusion*)
- Please type in your name. When you have completed the questionnaire, save it on your computer and **email it to your Supervisor by January 10, 2014.**

Supervisors:

- Supervisors are asked to review each employee's completed PDQ, indicate yes or no in response to each of the questions in the Immediate Supervisor's Statement portion of each PDQ along with comments as appropriate, and type in their name and phone number.

- Supervisors are asked to email the questionnaire to their supervisor/manager **by January 17, 2014.**
- Supervisors should not change any information provided by the employee nor comment about an individual employee's performance, and should instead focus only on the functions of the individual position.
- Supervisors are asked to complete a PDQ for any vacant positions where the assigned duties are different than filled positions in the same classification that report to them and follow the instructions above for emailing the completed PDQ.

Managers:

- Managers are asked to review each PDQ that is forwarded to you, indicate yes or no in response to the question in the Management Review portion of each PDQ, along with comments as appropriate, type in their name and phone number, and email the questionnaire to Ariele Rodriguez at arodriguez@cpsr.us by **January 17, 2014**
- Managers should not change any information provided by the employee or his/her supervisor nor comment about an individual employee's performance, and should instead focus only on the functions of the individual position

Group PDQs: If you are one of two or more employees who **perform identical tasks and report to the same supervisor**, you may wish to work with your coworkers to complete a PDQ as a group. Group PDQ's are limited to a **maximum of five employees**. However, if you elect to complete a group PDQ, we request that each member of the group still sign and submit a separate PDQ with only your name on it.

We cannot emphasize enough how important it is for each employee to complete the questionnaire. You are the subject matter experts on your positions, and we are relying on you to provide us the information necessary to conduct an appropriate in depth analysis of your position.

As discussed in the employee orientation sessions held on April 20 and 21, the timeline for PDQ completion and submission is outlined below:

- **Friday, January 10, 2014** - Employees complete PDQ and submit to direct supervisor via email.
- **Friday, January 17, 2014** – Supervisors review, check yes or no, provide comments and forward PDQ to Manager.
- **Friday, January 24, 2014** – Managers review, check yes or no, provide comments and email PDQ to CPS.
- **Week of February 10 to 14** – Interviews will be conducted with selected participants.

Should you require any assistance in completing the PDQ, please talk to your supervisor or feel free to contact Jill Engelmann of CPS HR at jengelmann@cpsshr.us or (916) 471-3433.

PLACER COUNTY IT STUDY POSITION DESCRIPTION QUESTIONNAIRE

INTRODUCTION/INSTRUCTIONS

Employees

This PDQ is constructed so that you can complete it electronically and send it to your immediate supervisor for review by e-mail.

Before beginning, please rename and save this document to one of your file folders so you can locate it later, if needed. This will allow you to access the document if you find you are unable to complete the PDQ at one time.

1. Click on File, Save As.
2. Save the document in a file folder that you are familiar with and will be able to find again.
3. Please save this document using your name in the following naming convention:
firstname_lastname_Placer.doc
4. You may also attach additional information or pages if needed.

Please be sure to send your completed PDQ via e-mail as an attachment to your supervisor by **Friday, January 10, 2014**. If you complete it prior to this date, please forward it on to your supervisor sooner.

Thank you for your participation. If you have any questions, please contact your supervisor or you may send an e-mail to CPS HR: [jengelm@cpshr.us]

Supervisors

Please review the PDQ after it is completed by the employee and answer the questions on the supervisory review page near the end of the document. It is important that you do not change any of the information submitted by the employee. If you have additional comments or concerns, please provide them on this page as needed. If you are a supervisor completing this PDQ for a vacant position, please save this document using your name in the following naming convention: vacant position# -title_supv_PLACER. (e.g. 30580-ITA I/II_supv_PLACER)

After you have completed your part of the PDQ, please email the PDQ no later than **Friday, January 17, 2014** to your supervisor/manager.

I. ESSENTIAL FUNCTIONS: TASKS AND RESPONSIBILITIES

General Instructions - The information you provide in this section is the most important part of this questionnaire. In this section, you are asked to provide us with information regarding your specific job duties. In order to assist you in completing this information, we have adopted a special format to help minimize the time required to complete this section.

CPS HR has identified eleven [11] major IT functional areas. **These functional areas were developed in order to "cluster" common tasks and are not to be confused with classification titles.** For each functional area, we have listed several pre-established task statements that we consider to be typically representative of the types of work done within that functional area. As you prepare to complete the questionnaire, please briefly review the task statements listed for each functional area. Some of you may perform work in only one or two functional areas, while others may have duties in several areas. If a particular functional

POSITION DESCRIPTION QUESTIONNAIRE

area does not apply to your position, please check the "Does Not Apply" box at the top of the page. Otherwise, complete any areas that are appropriate for your current position.

Please note that the pre-established statements reflect a "typical" position, but may not include all of the essential duties you perform. Thus, in addition to the pre-established task statements, there are spaces for you to add any additional essential tasks that you perform in that area. Alternatively, you may delete any task statements that do not apply to your position, and replace them with new tasks.

Typically, most jobs have a total of 10 to 15 essential job functions that are the most critical. However, **if you need more space, you are welcome to add additional rows or attach supplemental pages.** Please note that even though you should mark tasks in every functional group that describes the work you do, you are not expected to complete every page of this section.

If you add additional job functions, it is important that you briefly and accurately describe those functions in terms that anyone reviewing this form will be able to understand. Avoid abbreviated, vague, or abstract words, such as "assists," "handles," "keeps," or "prepares," unless you describe how you assist, what you prepare, etc., and please be sure to **define all acronyms**. Be specific.

Key For Completing Duty Statements

Key For Completing Duty Statements

CPS HR will need to know the frequency and importance of each task that you perform. Therefore, we are asking to you to provide us with input regarding each task by placing an in the appropriate box corresponding to the following:

- **Frequency of Work** – For each task, identify the percentage of time spent performing the work; note that:

- For each functional area, the percentage of time for all tasks in that functional area should add up to the percentage of time you identify in the first statement, i.e. "Yes, I perform duties in this functional area and they occupy ___% of my job".
- For all tasks in all functional areas, the total percentage of time for all tasks should not exceed 100%.

- **Importance of Work**

- **1 = Minor** – This is a duty which, if reassigned to another position, would not impact the overall scope of work assigned to this position
- **2 = Average** - This is a duty which, if reassigned to another position, would moderately impact the overall scope of work assigned to this position
- **3 = Critical** - This duty is a critical component of overall scope of work which could not be assigned to another position

POSITION DESCRIPTION QUESTIONNAIRE

Employee's Name:	Supervisor's Name and Title:
Current Classification Title:	Length of Time in Current Position:
Agency Department:	Division or Work Unit Within Department:
Work Phone Number:	E-mail Address:
Work Location Address:	
Previous Agency Position:	Length of Time in Previous Position:

EMPLOYEE'S STATEMENT JOB SUMMARY

In three to five sentences, briefly describe the **major** purpose[s] and/or function[s] of your job.

For example:

"One of the main purposes of this position is to provide technical support to the Agency's departments' end users by receiving and responding to calls related to problems or issues with computer hardware, software and peripheral equipment. One of the primary tasks is to elicit information from the end user on the nature of the problem, and then to identify a resource to solve the problem."

--

POSITION DESCRIPTION QUESTIONNAIRE

1. Information Technology Operations Support

Yes, I perform duties in this functional area, and they occupy approximately ____ % of my job.

No, this functional area does not apply to my position.

		Importance			Percentage of Time
		1	2	3	
1	Initiates and monitors production systems based on job documentation.				
2	Prepares schedules for production reports and other jobs.				
3	Checks equipment for routine defects that could cause processing problems; performs basic equipment maintenance; describes more difficult problems to professional staff over the telephone and carries out instructions.				
4	Facilitates report production.				
5	Reviews completed output to check for completeness and accuracy.				
6	Sets up, adjusts and operates tapes and disk drive units.				
7	Maintains tape libraries.				
8	Provides customer service support regarding data center services. Give example:				
9	Performs miscellaneous administrative duties when not working on the computer and peripheral equipment. Give example:				
10					
11					
12					
13					

POSITION DESCRIPTION QUESTIONNAIRE

2. Technical Support/Help Desk

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

		Importance			Percentage of Time
		1	2	3	
1	Receives, reviews and/or logs requests from end users regarding computer hardware, software and/or peripheral equipment problems; writes and tracks trouble tickets/work orders.				
2	Provides first-level assistance to customers at the time of an initial phone call; verifies the location of the problem; elicits information from end user on the nature of the issue; resolves issue or refers to higher level staff member. Give example:				
3	Provides second-level assistance by conducting an on-site assessment of the issue; investigates, troubleshoots, evaluates and resolves routine computer hardware, software and peripheral equipment problems; determines whether problem needs to be escalated to high level staff member. Give example:				
4	Sets up basic user access permissions consistent with Agency policies and procedures.				
5	Performs routine backups, installations, upgrades and/or other hardware/software support activities.				
6	Sets up/installs new user systems; configures desktop computers and monitors; connects computers to peripheral equipment such as printers; loads software.				
7	Performs minor repairs on computers and peripheral equipment; coordinates more difficult repairs, or mandated contractual repairs, with vendors. Give example:				
8	Works with end users to fix hardware problems; provides informal training on equipment to users.				
9					
10					

POSITION DESCRIPTION QUESTIONNAIRE

3. Programming

Yes, I perform duties in this functional area, and they occupy approximately ____ % of my job.

No, this functional area does not apply to my position.

		Importance			Percentage of Time
		1	2	3	
1	Writes computer programs and/or scripting based on established specifications using various computer languages and/or database platforms. Please specify:				
2	Writes, revises and maintains program code for applications development, enhancement or modification.				
3	Creates and modifies flow charts, programming logic, scripts, documentation and coding as needed.				
4	Develops program modifications to meet specifications; designs and develops screens and menus.				
5	Evaluates routine program relationship and integration issues.				
6	Executes testing plans to validate functionality; resolves programming issues; refines data and formats final products.				
7	Writes and maintains program documentation.				
8	Tests, troubleshoots and de-bugs programs using appropriate technology. Give example:				
9	Uses a variety of tools to develop reports as needed.				
10	Serves on project development teams. Give example:				
11					
12					
13					

POSITION DESCRIPTION QUESTIONNAIRE

4. Web Development

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

		Importance			Percentage of Time
		1	2	3	
1	Designs, develops and maintains websites including scripting, navigation, searching, content management, graphics design, user interfaces, security and audio/visual streaming.				
2	Designs website navigation and application frameworks; writes programming code and scripts; creates database connections. Please describe:				
3	Determines and monitors website/system volume capacities; analyzes traffic patterns; provides recommendations on site expansion.				
4	Recommends and implements web application hardware and software platforms.				
5	Provides recommendations on website security to ensure the integrity and protection of data and to prevent intrusion from external sources.				
6	Monitors and tests website functionality to ensure optimal performance for end users; provides recommendations for performance improvements.				
7	Designs website layout and content; reviews and monitors content to ensure consistency with Agency policies and procedures.				
8	Conducts ongoing website maintenance for content updates and revisions.				
9	Maintains and monitors web servers to ensure optimal performance.				
10	Ensures ADA compliance of web pages and sites.				
11					
12					
13					

POSITION DESCRIPTION QUESTIONNAIRE

5. Database Architecture/Administration

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

		Importance			Percentage of Time
		1	2	3	
1	Installs and tests database upgrades and associated software.				
2	Configures database software and works with server administrators to ensure optimal functionality.				
3	Monitors and administers database security; adds and removes users; administers access privileges; monitors users for compliance with security and related operational policies; audits and checks for security problems.				
4	Performs database management and administration tasks; troubleshoots and resolves database problems; monitors and tunes database applications; verifies the integrity of data within the database; ensures maximum database availability to users.				
5	Designs and modifies database structures, tables and files; implements design using established techniques. Give example:				
6	Ensures database capacity; manages data and file space allocations; provides technical advice in planning future data storage options. Give example:				
7	Participates in the design, development, and implementation of databases; provides technical expertise to other information technology staff on projects which impact assigned databases. Give example:				
8	Performs data modeling and optimization; recommends changes for improved database performance. Give example:				
9	Performs database queries and data analysis processes.				
10	Creates and tests database backups; performs backup and recovery tasks.				
11	Provides technical advice in the development of specifications as part of "requests for proposals" for external services.				
12	Reviews proposal submissions and provides recommendations on vendor selection.				

POSITION DESCRIPTION QUESTIONNAIRE

6. Application Support/Business Analysis

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Interacts with clients to analyze their business requirements and recommend technology solutions. Give example:				
2	Gathers user requirements; writes application and/or system specifications.				
3	Designs application and/or system flow diagrams, schematics, file structures, reports, forms and menus; using logical data models, develops prototypes for the user to review.				
4	Coordinates design, development and implementation processes with software programmers, network analysts, database administrators and server administrators to implement design specifications and coordinate integration across multiple platforms and technologies. Give example:				
5	Performs application and/or system quality assurance activities; designs test programs and evaluates results. Give example:				
6	Tests and debugs software and/or technology systems. Give example:				
7	Troubleshoots new applications and/or systems to ensure functional operation.				
8	Analyzes existing applications and/or systems and provides recommendations for improving hardware and/or software in order to accomplish business goals.				
9	Recommends and/or implements system adjustments to maximize application performance and resource utilization.				
10	For third party software, coordinates project activities with vendors to ensure compliance with Agency specifications, or modifies third party software to meet Agency needs.				
11	Develops and/or conducts training classes pertaining to the use of applications and/or systems for users and/or other information technology staff. Give example:				
12	Provides one-on-one training pertaining to the use of applications and/or systems for users.				

POSITION DESCRIPTION QUESTIONNAIRE

	Task	Importance			Percentage of Time
		1	2	3	
13	Maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.				
14	Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with Agency procedures or protocols, budgetary constraints and staff/resource utilization.				
15	Serves as main client interface on all aspects of the project; reviews recommendations with clients and receives approval to proceed; reviews final outcome with client to obtain sign off that all work has been conducted in accordance with client requirements.				
16	Directs the resources of the project to ensure compliance with budget and project specifications.				
17	Designs and directs project testing and quality assurance processes.				
18	Provides technical advice in the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection.				

POSITION DESCRIPTION QUESTIONNAIRE

7. Network Analysis/Administration/Engineering

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Designs, configures and installs network infrastructures include wireless equipment, routers, switches, cabling, servers, and peripherals. Please elaborate:				
2	Administers and supports a departmental and/or enterprise Local Area Network [LAN]; monitors and adds users; installs and configures software. Please elaborate:				
3	Designs, configures and administers electronic mail systems.				
4	Works with Central IT to coordinate connectivity to the enterprise WAN.				
5	Monitors network traffic, performance and security; identifies and resolves security issues; checks server logs to detect intruders; ensures that outside storage for disaster recovery is adequate; provides recommendations for improved network performance and security. Please elaborate:				
6	Investigates, analyzes and resolves network-related problems; troubleshoots network failures and telecommunication problems.				
7	Researches resources and timelines for network development and design projects; evaluates geographic location, capacity, technology knowledge resources, server requirements and interface requirements for connectivity with other systems.				
8	Prepares technical documentation and procedural manuals including detailed project plans, network diagrams, and disaster recovery procedures.				
9	Evaluates and implements network upgrades; tests hardware and software to ensure optimal functionality.				
10	Monitors network systems using a variety of tools such as UPS monitoring systems, server alarm systems and temperature monitors; maintains optimal environmental conditions.				
11	Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with Agency procedures or protocols, budgetary constraints and staff/resource utilization.				

POSITION DESCRIPTION QUESTIONNAIRE

	Task	Importance			Percentage of Time
		1	2	3	
12	Serves as main client interface on all aspects of the project; reviews recommendations with clients and receives approval to proceed; reviews final outcome with client to obtain sign off that all work has been conducted in accordance with client requirements.				
13	Directs the resources of the project to ensure compliance with budget and project specifications.				
14	Designs and directs project testing and quality assurance processes.				
15	Provides technical advice in the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection.				

POSITION DESCRIPTION QUESTIONNAIRE

8. Server/Platform Analysis/Engineering

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Designs and administers active directory, exchange, file and application server platforms. Please describe detail:				
2	Establishes hardware and operating system requirements and specifications.				
3	Installs and configures server platforms.				
4	Monitors and troubleshoots hardware and operating system issues.				
5	Tests and installs critical upgrades and security patches.				
6	Develops and tests backup and restoration procedures.				
7	Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with Agency procedures or protocols, budgetary constraints and staff/resource utilization.				
8	Serves as main client interface on all aspects of the project; reviews recommendations with clients and receives approval to proceed; reviews final outcome with client to obtain sign off that all work has been conducted in accordance with client requirements.				
9	Directs the resources of the project to ensure compliance with budget and project specifications.				
10	Designs and directs project testing and quality assurance processes.				
11	Provides technical advice in the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection.				
12	Designs and administers storage array.				

POSITION DESCRIPTION QUESTIONNAIRE

9. Telecommunications

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Installs and repairs telecommunications equipment such as PBX and/or VoIP equipment, voice mail systems, uninterrupted power supplies, telephone handsets, network cabling, paging/public address equipment, intercoms, circuits, optical fiber and other related equipment.				
2	Prepares and programs computerized telecommunications customer databases.				
3	Performs preventative maintenance on telecommunications equipment.				
4	Troubleshoots digital and analog switching equipment malfunctions and takes necessary actions to restore systems.				
5	Isolates defects in telecommunications equipment; repairs or replaces parts and tests repairs using specialized test equipment.				
6	Modifies or configures adds, moves and changes of telecommunications equipment.				
7	Assists in ensuring that telecommunications equipment installations and repairs meet stated objectives and are completed on time and within budget. Give example:				
8	Designs, installs, supports and maintains call center solutions. Give example:				
9	Interacts with clients to analyze their business requirements and recommend technology solutions. Give example:				
10	Gathers user requirements; writes application and/or system specifications.				
11	Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with Agency procedures or protocols, budgetary constraints and staff/resource utilization.				
12					

POSITION DESCRIPTION QUESTIONNAIRE

10. Security Engineering

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Defines and maintains Agency/Department network and data security standards.				
2	Ensures that networks and data systems comply with local, State and Federal mandates/regulations, [e.g., HIPAA].				
3	Ensures network and data system confidentiality, availability and integrity.				
4	Implements administrative and technical safeguards as necessary. Give example:				
5	Provides security monitoring, mitigation, documentation and auditing for compliance as well as investigation purposes.				
6	Performs and/or coordinates activities pertaining to Business Continuity and Disaster Recovery. Give example:				
7	Develops and conducts security awareness training.				
8	Installs and maintains perimeter security solutions.				
9					
10					
11					
12					
13					

POSITION DESCRIPTION QUESTIONNAIRE

11. Information Technology Organizational Management

Yes, I perform duties in this functional area, and they occupy approximately ___ % of my job.

No, this functional area does not apply to my position.

	Task	Importance			Percentage of Time
		1	2	3	
1	Develops strategic plans, objectives and priorities for assigned work units/operational areas. Please elaborate:				
2	Determines organizational structure and work strategies for assigned work units/operational areas. Please elaborate:				
3	Provides overall direction for the day-to-day activities in assigned work units/operational areas. Please elaborate:				
4	Determines staffing needs for assigned work units/operational areas. Please elaborate:				
5	Performs employee annual reviews				
6	Has budgetary authority for assigned work units/operational areas; develops and monitors annual budget; approves expenditures. Please provide detail:				
7	Establishes policies and procedures for assigned work units/operational areas.				
8	Supervises the work of subordinate employees and ensures that they have adequate resources to perform their duties.				
9	Assumes responsibility for staff development and training; identifies individual training needs and works to ensure those needs are met.				
10	Assumes responsibility for procurement of services and goods required to manage the assigned work unit/operational areas. Please provide detail:				
11	Deploys the human and financial assets needed to achieve objectives and measure results.				
12	Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with Agency procedures or protocols, budgetary constraints and staff/resource utilization.				

POSITION DESCRIPTION QUESTIONNAIRE

	Task	Importance			Percentage of Time
		1	2	3	
13	Serves as main client interface on all aspects of the project; reviews recommendations with clients and receives approval to proceed; reviews final outcome with client to obtain sign off that all work has been conducted in accordance with client requirements.				
14	Directs the resources of the project to ensure compliance with budget and project specifications.				
15	Designs and directs project testing and quality assurance processes.				
16	Identifies and develops metrics to measure performance.				
17	Provides technical advice in the development of specifications for "requests for proposal" pertaining to external services; reviews submissions and provides recommendations on vendor selection.				

12. **Special tasks or other important duties:** List other tasks/duties not listed in Sections 1 – 11 that you perform occasionally as part of your job. If you need more space, attach additional pages.

Task / Duty	Frequency	List Estimated Time Spent in Hours/Week or Days/Month
3.1		
3.2		
3.3		
3.4		

II. IMPACT AND SCOPE

- A. List services and/or any work products directly generated as a result of the tasks and duties you perform [e.g., operating procedures, guidelines, reports, training materials, technical documentation, computer-generated printouts, etc.]. List the receiver of each of these services/work products.

Services/Work Product[s]	Receiver[s]

POSITION DESCRIPTION QUESTIONNAIRE

- B. How is your work checked in order to discover/eliminate errors?

- C. List any formal guidelines, standards, regulations, etc. within which your job must be performed. Are there conflicting guidelines? How do you resolve such conflicts? Do guidelines change frequently? **Please give an example.**

- D. What level of authority does your position have to ensure compliance with guidelines, standards, regulations, etc.?

For example:

- I can remove a user from the system if guidelines and regulations are not followed.

- E. What corrective action do you take if noncompliance or substandard conditions are detected? What options do you have? **Please give an example.**

III. DECISION MAKING

- A. Describe the kinds of decisions or problems that occur on a regular basis that you:

Approve or resolve on your own:

Refer upward to your supervisor or manager:

POSITION DESCRIPTION QUESTIONNAIRE

--

IV. CONTACTS

- A. **Internal contacts:** List persons within the organization, other than your direct supervisor and any direct subordinates, with whom you have regular contact while performing the duties of your position. Briefly describe the purpose for these contacts and the frequency of their occurrence.

Contact	Purpose	Frequency

- B. **External contacts:** List any contacts you regularly make with persons who are external to the organization while performing the duties of your position. Describe the purpose of those contacts and the frequency of their occurrence.

Contact	Purpose	Frequency

V. SUPERVISION / DIRECTION

- A. **Supervision/Direction received:** Please select **one** of the following type and amount of supervision that best describes the type and amount of supervision that your position receives.

- ☐ My supervisor frequently checks my job activities.
- ☐ I work alone on routine or regular work assignments and check with my supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.
- ☐ I receive occasional supervision while working toward a definite objective that requires use of a wide range of procedures. I plan, and/or determine specific procedures or equipment required to meet assigned objectives, and I solve non-routine problems. I refer only unusual matters to my supervisor.
- ☐ I work from broad policies and towards general objectives. I refer specific matters to superior[s] only when interpretation or clarification of organizational policies is necessary.
- ☐ I work from general directives or broadly defined missions of the organization.

- B. From whom do you receive work assignments?

POSITION DESCRIPTION QUESTIONNAIRE

Name

Title

Name

Title

- C. Do you directly supervise employees [including signature authority for conducting performance evaluations, recommending and implementing disciplinary action, and approving requests for leave]?

___ YES ___ NO

- D. Do you perform "lead worker" duties, such as the assignment and monitoring of work, scheduling of work and/or training of employees?

___ YES ___ NO

- E. List the employees you directly supervise or lead [include name, classification and status]. If you supervise or lead more than five employees, you may list only the job titles and number of people supervised:

STATUS

FTE = Full-time employee

PT = Part-time/Intermittent employee

TEMP = Temporary or Contract employee

Name	Job Title	Type of Supervision [direct or as lead]	FTE	PT/TEMP

- F. What type of supervision/lead do you provide? Please select all of the supervisory/lead duties you perform, the level of your authority, and indicate whether you perform this activity for employees, non-employees [e.g. volunteers], or both.

Duty	No Authority	Recommend	With Prior Approval	On Own Authority	Employee or Non-Employee?
Train others					
Hire employees					
Plan and/or schedule work for others on					

POSITION DESCRIPTION QUESTIONNAIRE

Duty	No Authority	Recommend	With Prior Approval	On Own Authority	Employee or Non-Employee?
specific projects or on a daily basis [please specify]					
Assign or delegate work to others on specific projects or on a daily basis [please specify]					
Monitor work of others on specific projects or on a daily basis [please specify]					
Approve overtime and/or leave					
Evaluate performance					
Other					

VI. KNOWLEDGE / SKILLS / ABILITIES

- A. **Summarize the types of knowledge, skills and abilities your job requires.** [For example, if you were recruiting to fill jobs identical to yours, what knowledge, skills and abilities would you expect a job applicant to have to be competent **on the first day on the job?**]

Knowledge of:

Skill in:

Ability to:

- B. **Education / work experience:** Describe any education and/or previous work experience **required** to perform your job. [For example, what type of background would you expect a successful job applicant to have?]

POSITION DESCRIPTION QUESTIONNAIRE

C. What licenses, registrations, or certificates are required by your job?

License or Certificate	Required by:	
	Law	Employer

VII. Do any other employees perform duties identical to yours? If so, list their names and titles.

Employee	Title

POSITION DESCRIPTION QUESTIONNAIRE

Reminder: after you have completed this questionnaire, please save this document and email it to your immediate supervisor for his/her review no later than Friday, January 10, 2014.

VII. EMPLOYEE STATEMENT CONCLUSION

If there are other aspects of your job not covered in this questionnaire that are important in understanding your job content please describe below.

Incumbent's Name

Work Phone #

Date:

Thank you for your cooperation and time spent completing this questionnaire.

POSITION DESCRIPTION QUESTIONNAIRE

IMMEDIATE SUPERVISOR'S STATEMENT

Review this employee's questionnaire carefully to see that it is accurate and complete. Then fill out Items 1-3 below. Do not fill in these items unless you supervise the employee directly. Your responses below mean that you accept responsibility for the accuracy and completeness with which the entire questionnaire describes the duties and responsibility of the job. If the Employee's Statement does not express your view of the duties, responsibilities and essential functions that you have assigned the employee, please clarify or elaborate below. There are two essential cautions you should observe:

- Under no circumstances should you change or alter the employee's entries, percentages of time, or other information in this form. All comments or content changes by the supervisor should be placed in this section only.
- Do not make any statements or comments about the employee's work performance, competence or qualifications. This questionnaire will be used to evaluate the duties expected of the position, not the performance or qualifications of the employee.

After you have reviewed this questionnaire and completed this page, please save this document and email it to your immediate manager for his/her review **no later than Friday, January 17, 2014**. Since you will not be able to sign this document it is critical that you check the appropriate boxes and provide comments as appropriate to confirm that you have reviewed it.

1. Does the description of the job as given by the employee accurately reflect the tasks, duties and responsibilities that are actually required of this position?

___ YES ___ NO

If not, please clarify.

2. Do you agree with the other information given by the employee?

___ YES ___ NO

If not, please clarify.

3. What additional information should be considered in evaluating the appropriate classification for this position?

Supervisor's Name and Title

Work Phone #

Date:

POSITION DESCRIPTION QUESTIONNAIRE

MANAGEMENT REVIEW

Please review the instructions for the Immediate Supervisor on the previous page.

There are two essential cautions you should observe:

- Under no circumstances should you change or alter the employee's entries, percentages of time, or other information in this form. All comments or content changes by management should be placed in this section only.
- Do not make any statements or comments about the employee's work performance, competence or qualifications. This questionnaire will be used to evaluate the duties that constitute the position, not the performance or qualifications of the employee.

After you have reviewed this questionnaire and completed this page, please save this document and email it to CPS HR Consulting at arodriguez@cps hr.us no later than Friday, January 24, 2014. Since you will not be able to sign this document, it is critical that you check the appropriate box and provide comments as appropriate to confirm that you have reviewed it.

Do you agree with the other information given by the employee and/or immediate supervisor?

☐ YES ☐ NO

If not, please clarify:

Manager's Name and Title

Work Phone #

Date:

GEOGRAPHIC INFORMATION SYSTEMS ANALYST I**GEOGRAPHIC INFORMATION SYSTEMS ANALYST II****DEFINITION**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Performs professional duties related to planning, customizing, organizing and maintaining the geographic information system (databases and associated hardware and software); generates and analyzes spatial data and provides input/recommendations in order to support a variety of County projects; produces a wide variety of reports and maps, prepares data, analysis, maps, and mapping applications for various County departments and the general public; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS**Geographic Information System Analyst I**

This is the entry-level class in the Geographic Information System (GIS) Analyst series. Positions in this class are distinguished from the Geographic Information System (GIS) Analyst II by the performance of less than the full range of duties assigned to the series.

Geographic Information System Analyst II

This is the journey-level class in the Geographic Information System (GIS) Analyst series. Positions in this class are distinguished from Geographic Information System (GIS) Analyst I by independently working on larger, more complex assignments and performing the full range of duties.

Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

The Geographic Information System (GIS) Analyst I and Geographic Information System (GIS) Analyst II classifications are distinguished from the Geographic Information System (GIS) Technician classification series in that the Geographic Information System Analyst series describes positions with professional/analytical responsibilities where the primary duties include the analysis of spatial data and the planning, design, and/or organization of GIS databases, software, and hardware.

This class series is distinguished from the Information Technology Analyst class series in that incumbents in the Information Technology Analyst class series perform a variety of professional, technical and analytical duties in the operation of enterprise, client/server and desktop computer systems and networks. The duties include work in the areas of user and systems requirements and analysis, applications development and maintenance, computer systems support, network design and maintenance, and data/database analysis/administration, while incumbents in this series perform specific, analytical GIS functions more than 50% of the time.

SUPERVISION RECEIVED AND EXERCISED

Geographic Information System Analyst I

Incumbents work initially under immediate supervision from an assigned supervisor while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned. Incumbents may exercise technical and functional supervision over technical and/or para-professional staff.

Geographic Information System Analyst II

Incumbents at this level work under direction from an assigned supervisor, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve non-routine problems. Only unusual matters are referred to a supervisor. Incumbents may exercise functional or direct supervision over technical and/or para-professional staff. Incumbents may exercise functional supervision over other professional staff on a project basis.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

Duties may include, but are not limited to, the following. Incumbents assigned to the Geographic Information System Analyst I classification initially perform the following duties in a learning and/or on-the-job training capacity.

1. Conducts complex spatial/surface analysis using a variety of GIS software tools; utilizes multiple databases and GIS software to perform spatial analysis for special projects working with a team of users, from the County and other organizations, involving a major policy area or concern.
2. Analyzes GIS needs of assigned department and implements GIS projects and applications, databases, and related products for County departments and outside agencies; prepares and coordinates project scopes, procedure flow-charts, and schedules with customers and programmers.
3. Performs GIS database management and administration tasks; troubleshoots and resolves database problems; monitors and tunes database applications; verifies the integrity of data within the database.
4. Designs and modifies database structures, tables, and files.
5. Builds and maintains web-based applications for the County internal and external websites.
6. Interacts with clients to determine their business requirements and writes computer programs and/or scripting in order to automate GIS processes.
7. Troubleshoots hardware and software problems; provides or recommends appropriate solutions and keeps current on the latest computer hardware and software available.

8. Evaluates operations and makes strategic recommendations about the GIS program direction and GIS project priorities. Develops operating standards and procedures.
9. Creates and edits geospatial data, using GPS and digitizing techniques; creates and edits maps, integrating a range of data formats, and using state-of-the-art technology.
10. Attends training meetings to enhance knowledge of GIS system use; applies and documents new techniques as they are implemented.
11. Provides after hours technology support as assigned.
12. Provides technical and functional supervision of contractors/vendors
13. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Geographic Information Systems Analyst I

Knowledge Of:

- Automated drafting and mapping tools and programs including ESRI-based GIS software and its applications, and related programming languages
- Principles and practices of geographic information systems and cartography,
- Principles of algebra, geometry and trigonometry related to the computation of distances, angles, and areas.
- Relational database management systems and principles
- Data maintenance and conversion techniques
- Basic GIS analysis techniques
- A variety of information technology issues
- Principles and techniques of software and systems quality assurance and control
- Principles and practices of technical problem solving
- Structured analysis and database concepts.
- Principles and practices of effective customer service.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to:

- Perform complex analytical tabular and spatial queries
- Learn to integrate disparate spatial and tabular databases
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.

- Effectively manage multiple projects and priorities.
- Learn to research, design, implement and maintain GIS databases and related hardware and software technology solutions, including new technology, in order to improve County processes or services.
- Communicate technical information to a wide variety of users.
- Learn, interpret and explain pertinent County and Department policies and procedures.
- Recognize that changes made on a local level can affect services and equipment at the system wide level and take appropriate precautions.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn to generate and analyze spatial data and provide input/recommendations in order to support a variety of County projects.
- Interpret and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Learn to prepare and maintain documentation for procedures, processes, and tables related to area of assignment.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in geographic information systems, planning, cartography, geography, civil engineering or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties may substitute for the required education on a year for year basis. Possession of one or more approved geographic information system or other relevant certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience

No experience is required. Some professional GIS experience is desirable.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

Geographic Information Systems Analyst II

Knowledge Of

- Automated drafting and mapping tools and programs including AutoCAD software, ESRI-based GIS software and its applications, and related programming languages
- Principles and practices of geographic information systems, cartography, and engineering drafting including map projections and scales
- Principles of algebra, geometry and trigonometry related to the computation of distances, angles, and areas.
- Complex relational database management systems and principles
- Data maintenance and conversion techniques
- GIS analysis techniques
- A variety of information technology issues
- Principles and techniques of software and systems quality assurance and control
- Principles and practices of technical problem solving
- Structured analysis and database concepts.
- Principles and practices of effective customer service.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to

- Perform complex analytical tabular and spatial queries and analysis
- Integrate complex disparate spatial and tabular databases
- Identify and interpret technical and numerical information.
- Gather and evaluate information in order to reason logically, draw valid conclusions, identify solutions to problems, take appropriate actions and/or make appropriate recommendations.
- Effectively manage multiple projects and priorities.
- Research, design, implement and maintain GIS databases and related hardware and software technology solutions, including new technology, in order to improve County processes or services.
- Communicate technical information to a wide variety of users.
- Interpret and explain pertinent County and Department policies and procedures.

- Plan, organize, prioritize and coordinate work for self and others to ensure that deadlines are met.
- Generate and analyze complex spatial data and provide input/recommendations in order to support a variety of County projects.
- Work independently and as a cooperative, contributing member of a team.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Prepare and maintain documentation for procedures, processes, and tables related to area of assignment.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training:

Equivalent to completion of a Bachelor's degree from an accredited college or university with major coursework in geographic information systems, planning, cartography, geography, civil engineering or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties may substitute for the required education on a year for year basis. Possession of one or more approved geographic information system or other relevant certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience:

Two years of professional level experience comparable to Geographic Information System Analyst I with Placer County.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

PHYSICAL REQUIREMENTS

Mobility – frequent sitting for extended periods; frequent walking and twisting; occasional stooping and standing. Lifting – occasional lifting and carrying up to 35 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent use of finger dexterity, frequent grasping and holding; occasional reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Work environments may occasionally involve working around machinery with moving parts or stationery equipment.

GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN I

GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN II

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Performs a variety of technical duties in support of the County's Geographical Information System and its users. Creates and maintains maps and other geographic source data in both spatial and tabular form for use by County departments and other public agencies, consultants, and contractors; provides technical support to county staff including troubleshooting and software installation; creates and maintains assigned aspects of the Geographic Information System (GIS) database; generates maps and reports.

DISTINGUISHING CHARACTERISTICS

Geographic Information System Technician I

This is the entry-level class in the Geographic Information System (GIS) Technician series. Positions in this class are distinguished from the Geographic Information System (GIS) Technician II by the performance of the more routine tasks and duties assigned to positions within this series. Incumbents are not expected to perform with the level of independence as positions at the journey level.

Geographic Information System Technician II

This is the journey-level class in the Geographic Information System (GIS) Technician series. Positions in this class are distinguished from Geographic Information System (GIS) Technician I by independently working on larger, more complex assignments and performing the full range of duties.

Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

This class is distinguished from the Geographic Information Systems Analyst class series in that the incumbents in the Geographic Information Systems Analyst series perform professional level work in the creation and manipulation of databases and the analysis and application of spatial data.

This class is distinguished from the Information Technology Technician class series in that incumbents in the Information Technology Technician series perform technical and skilled duties in the operation of enterprise, client/server and desktop computer systems and networks while incumbents in this series perform specific, technical GIS functions more than 50% of the time.

Geographic Information System Technician I
Geographic Information System Technician II

SUPERVISION RECEIVED AND EXERCISED

Geographic Information System Technician I

Incumbents work initially under immediate supervision from an assigned supervisor while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned.

Geographic Information System Technician II

Incumbents at this level work under direction from an assigned supervisor, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve non-routine problems. Only unusual matters are referred to a supervisor. Incumbents may exercise functional supervision over less experienced staff.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

Duties may include, but are not limited to, the following. Incumbents assigned to the Geographic Information System Technician I classification initially perform the following duties in a learning and/or on-the-job training capacity.

1. Processes, prepares, and digitizes maps and other data and enters information into the GIS application; creates, maintains, and assists with the documentation of GIS spatial layers. Maintains and updates tabular data within the GIS, for purposes specific to assigned department.
2. Uses a variety of tools to perform basic spatial and tabular queries.
3. Develops, updates, and publishes maps at various scales and for various purposes, including utility, zoning, reference, topographic, political boundary, property and/or parcel maps to ensure that maps are current.
4. Assists customers with GIS related questions and in the use of online GIS applications.
5. Researches and/or interprets legal descriptions; searches recorded deeds and surveys to determine correct locations and descriptions of properties and ensure accurate boundaries and other details within the County's GIS.
6. Provides first-level technical support to GIS users and customers.
7. Provides informal one-on-one training pertaining to the use of applications and/or systems for users.
8. Performs routine backups, installations, upgrades and/or other hardware/software support activities.

9. Coordinates with other County departments, as well as various State and District agencies that utilize the County GIS and/or provide mapping related data in order to ensure the GIS digitized data is accurate and up to date.
10. Provides after hours technology support as assigned.
11. Provides technical and functional supervision of contractors/vendors
12. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Geographic Information Systems Technician I

Knowledge Of:

- Automated drafting and mapping tools and programs.
- Basic GIS concepts
- Principles of algebra, geometry and trigonometry related to the computation of distances, angles, and areas.
- Data maintenance and conversion techniques
- Principles and techniques of software and systems quality assurance and control
- Principles and practices of technical problem solving
- Principles and practices of effective customer service.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.
- Personal computer operating systems.
- Principles and practices of effective customer service.

Ability to:

- Visualize spatial relationships
- Identify and interpret technical and numerical information.
- Prioritize multiple tasks and complete work assignments in a timely manner.
- Establish and maintain effective working relationships with co-workers, the public, and others encountered in the course of work.
- Learn to use various GIS related software in order to locate, input, and adjust spatial and tabular data.
- Learn to utilize editing and mapping tools with ArcGIS in order to prepare maps, accurately delineating feature locations and boundaries.

- Perform mathematical computations and estimates.
- Read and interpret surveys, legal descriptions, maps, and aerial photographs
- Interpret, apply, and explain applicable policies, procedures, laws and regulations
- Maintain accurate records of work performed

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to the completion of an Associate's degree with major coursework in geographic information systems, cartography, geography, drafting, civil engineering or a related field. Technical experience involving the use of geographic information systems may substitute for the required education on a year for year basis. Possession of an approved geographic information systems or other relevant technical certificate, or completion of other approved technical training course may substitute for all or part of the above required education.

Experience

One year full-time technical experience entering data using a Geographic Information System.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

Geographic Information System Technician II

Knowledge Of

- Automated drafting and mapping tools and programs including AutoCAD software, ESRI-based GIS software and its applications (ARC/INFO, ArcView, etc.).
- GIS concepts
- Principles of algebra, geometry and trigonometry related to the computation of distances, angles, and areas.
- Data maintenance and conversion techniques
- Relevant statutes, ordinances, codes, rules and procedures related to mapping, including zoning, special districts, and/or election precinct mapping.
- Principles and practices of technical problem solving

- Principles and practices of effective customer service.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.
- Personal computer operating systems.

Ability to:

- Visualize spatial relationships
- Prioritize multiple tasks and complete work assignments in a timely manner.
- Establish and maintain effective working relationships with co-workers, the public, and others encountered in the course of work.
- Competently use and adapt to various GIS related software and computer applications in order to locate, input, and adjust spatial and tabular data.
- Utilize editing and mapping tools with ArcGIS in order to prepare maps, accurately delineating feature locations and boundaries.
- Identify and interpret technical and numerical information.
- Perform mathematical computations and estimates.
- Read and interpret surveys, legal descriptions, maps, and aerial photographs
- Interpret, apply, and explain applicable policies, procedures, laws and regulations
- Maintain accurate records of work performed
- Independently research sources of geographic spatial and tabular data for GIS usage, through the use of the internet and other sources; collect, interpret, convert, and integrate data from different sources in order to prepare maps.
- Communicate clearly and concisely with others, both orally and in writing

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training:

Equivalent to the completion of an Associate's degree with major coursework in geographic information systems, cartography, geography, drafting, civil engineering or a related field. Technical experience involving the use of geographical information systems may substitute for the required education on a year for year basis. Possession of an approved geographic information systems or other relevant technical certificate, or completion of other approved technical training course may substitute for all or part of the above required education.

Experience:

Geographic Information System Technician I
Geographic Information System Technician II

One year of professional level experience comparable to Geographic Information System Technician I with Placer County.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

PHYSICAL AND MENTAL REQUIREMENTS

Mobility – frequent sitting for extended periods; frequent walking and twisting; occasional stooping and standing. Lifting – occasional lifting and carrying up to 35 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent use of finger dexterity, frequent grasping and holding; occasional reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Work environments may occasionally involve working around machinery with moving parts or stationery equipment.

INFORMATION TECHNOLOGY ANALYST I

INFORMATION TECHNOLOGY ANALYST II

<CPS HR Draft>

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Performs professional duties related to the analysis, development, maintenance and administration of computer hardware and software systems to meet business needs. Incumbents may perform any of the following functions: analyzes, designs, monitors and administers servers and related platforms; designs, maintains, configures and monitors network and/or telecommunications infrastructures and related system components; consults with departmental customers to identify and analyze business functions that can be improved by the implementation of new hardware and/or software solutions; translates business requirements into system deployments, including the development of design specifications; performs professional-level systems maintenance and customer support duties; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Information Technology Analyst I

This is the entry -level class in the Information Technology Analyst series. Positions in this class are typically distinguished from Information Technology Analyst II by the performance of less than the full range of duties assigned to the series.

Information Technology Analyst II

This is the journey-level class in the Information Technology Analyst series. Positions in this class are distinguished from Information Technology Analyst I by the performance of the full range of duties.

Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

The Information Technology Analyst I and Information Technology Analyst II classifications are distinguished from the Information Specialist classification series in that the Information Technology Analyst series describes positions with professional/analytical responsibilities where the primary duties include the analysis of business and/or system needs, the evaluation of current systems, and the design of solutions to meet the identified business or system needs, including work which emphasizes business systems analysis and the development of technology solutions to resolve application problems or improve efficiency; network/telecommunications systems analysis, design, and administration; system analysis, design, and administration, and/or database analysis, design, and administration. In contrast, the Information Technology Specialist classification describes positions with responsibility for providing a broad range of routine and complex duties in support of specialized systems, including user support, system troubleshooting, review of business processes and communication of user requirements/problems to a vendor or

statewide system which then architects and develops the technical solution, implementation of system upgrades or modifications, and user training.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Analyst I

Incumbents work initially under immediate supervision from an assigned supervisor while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned. Incumbents may also receive technical and functional supervision from a Senior Information Technology Analyst. Incumbents may provide technical and functional supervision over technical and/or para-professional staff.

Information Technology Analyst II

Incumbents at this level work under direction from an assigned supervisor, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve non-routine problems. Only unusual matters are referred to a supervisor. Incumbents may also receive technical and functional supervision from a Senior Information Technology Analyst. Incumbents may provide direct supervision over technical and/or specialist level staff. Incumbents may exercise technical or functional supervision over other professional staff on a project basis.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

Duties may include, but are not limited to, the following. Incumbents assigned to the Information Technology Analyst I classification initially perform the following duties in a learning and/or on-the-job training capacity.

1. Evaluates customer technical needs and recommends solutions; plans, determines requirements, designs, builds, customizes, tests, implements, maintains and/or enhances a variety of hardware and software systems, integrating County network infrastructure and/or other systems; considers protocols, acceptable system security risk, and other related elements.
2. Provides professional customer support for system-related software and/or hardware issues, needs, or requirements. Interacts with clients to analyze system requirements; recommends technology solutions to improve operations.
3. Determines and develops cost benefit analyses related to recommended technical solutions; evaluates risk options; ensures project compliance with County procedures or protocols, budgetary constraints and staff/resource utilization.
4. Is responsible for the coordination and completion of projects that are limited in scope and/or specific to area of assignment; develops and monitors project budgets and resources; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on

project requirements; designs and implements project testing and quality assurance processes. Project-related duties may include:

- a. determining and developing cost benefit analyses for project justifications; developing projected budgets and resources needed to conduct the work; evaluating risk concerns and options; providing technical input into the development of specifications for "requests for proposals" pertaining to external services; reviewing vendor submissions and providing recommendations on vendor selection;
 - b. monitoring vendor performance to ensure compliance with County specifications; ensuring project compliance with County procedures or protocols, budgetary constraints and staff/resource utilization;
 - c. serving as the primary client interface on assigned projects; reviewing recommendations with clients and receiving approval to proceed; reviewing final outcomes with the client and obtaining their sign off that all work has been conducted in accordance with client requirements;
 - d. coordinating the activities of contract personnel and/or vendors, consistent with project plans; identifies and resolves obstacles to progress.
 - e. designing and directing project testing and quality assurance processes for assigned projects
5. Coordinates information technology activities of County department(s), division staff, and/or vendors consistent with project plans; identifies and resolves obstacles to progress, prepares for and manages delivery and installation.
 6. Prepares technical documentations, procedural plans, reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
 7. Builds and maintains positive and professional working relationships with co-workers, other County employees, vendors, and the public using principles of good customer service.
 8. Exercises technical or functional supervision over technical and/or para-professional staff. Exercises functional supervision over other professional staff on a project basis.
 9. Provides technical and functional supervision of contractors/vendors.
 10. Provides after hours technology support as assigned.
 11. Performs other related duties as assigned.

Functional Assignment Areas

(While the majority of duties assigned to a position typically fall within one of the following areas, incumbents may also be assigned duties that cross multiple areas)

When assigned to **Business Systems Analysis/Application Development** (In addition to general duties) duties may include but are not limited to:

12. Interacts with clients to analyze their business requirements and recommends technology solutions; identifies and maps business processes; gathers user requirements.
13. Writes application and/or system design specifications, designs application and/or system flow diagrams, schematics, file structures, reports, forms and menus; prepares a definition of the problem, the desired output, and performance requirements.
14. Coordinates design, development and implementation processes with system programmers, network analysts, database administrators, and server administrators to implement new or modified application software.
15. Designs, develops and maintains websites, including the design of website navigation and application frameworks and creates database connections.
16. Performs various system quality assurance activities; tests, troubleshoots and debugs system issues using appropriate technology; prepares and executes testing plans to validate functionality and resolve issues.
17. Serves as main client interface on all aspects of application development projects. For third party software, coordinates project activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details; ensures compliance with County specifications and drives resolution of identified software bugs and deficiencies.
18. Writes, revises, and maintains computer programs based on established specifications, using various computer languages and/or database platforms.
19. Conducts training pertaining to the use of new applications or systems for users and/or other information technology staff.
20. Provides professional systems support to users of particular applications.

When assigned to **Database Architecture/Administration** (In addition to general duties) duties may include but are not limited to:

21. Performs database management and administration tasks; troubleshoots and resolves database problems; monitors and tunes database applications; verifies the integrity of data within the database.
22. Ensures maximum database availability and database protection, monitors and administers database security. Creates and tests database backups; performs backup and recovery tasks.
23. Designs and modifies database structures, tables and files; implements design using established techniques.

24. Performs database queries and data analysis processes. Installs, configures, and administers database related reporting tools or Web software required for County applications.
25. Develops and maintains standards, procedures, and methodologies for effective operation, access and data integrity of County database systems

When assigned to **System/Server/Platform Analysis and Administration** (In addition to general duties) duties may include but are not limited to:

26. Builds, installs, configures, maintains and administers server platforms and operating system components for mainframe, microcomputer and/or client server systems.
27. Maintains telephone servers; call manager, voicemail, call center, and paging systems.
28. Designs and administers active directory, exchange, e-mail, backup and related systems. Adds users, computers and servers to active directory domain.
29. Assists with the development and integration of new tools for compliance with business unit requirements.
30. Performs system administration installing, updating, maintaining and administering various operating systems on various platforms, maintains the integrity of network structures and support routines, provides system administration services.
31. Obtains new and upgraded systems from vendors and utilizes tools; tests and installs critical upgrades and security patches; serves as main client interface on all aspects of projects; reviews recommendations with clients and receives approval to proceed; reviews final outcomes with clients to obtain sign off that all work has been conducted in accordance with client requirements.
32. Tests and installs critical upgrades and security patches; develops and tests backup and restoration procedures.
33. Designs, administers and makes provisions for storage area network (SAN); monitors performance and utilization of SAN.

When assigned to **Network and Telecommunications Analysis/Administration** (In addition to general duties) duties may include but are not limited to:

34. Administers a departmental Local Area Network (LAN); monitors and adds users; installs and configures software; coordinates connectivity with the County Wide Area Network (WAN).
35. Designs, configures and installs network infrastructure, including wireless equipment, hubs, switches, cabling, servers, and peripherals.
36. Investigates, analyzes and resolves server, telecommunications and/or network problems; troubleshoots failures implements solutions.

37. Evaluates and implements network upgrades; tests hardware and software to ensure optimal functionality.
38. Designs, implements and maintains telecommunications systems, including, but not limited to, the 911 PSAP system infrastructure, PBX & VOIP based telephone systems, radio network, and the audio/video systems for County departments
39. Analyzes business needs and prepares design specifications, recommendations, and solutions for telecommunications technology.
40. Designs, installs, supports and maintains call center solutions.
41. Develops, designs, maintains, and installs remote radio sites as part of a standards based P25 digital trunking radio network. Recommends solutions for specialized and unique signal transmissions used at remote sites.
42. Provides custom PLC, database, and software programming to meet the needs of telemetry end users.
43. Prepares and programs computerized telecommunications customer databases.
44. Assists in the development, and administration of the County's digital multi-site, multi-agency radio system.
45. Conducts training pertaining to the use of end user telephony hardware and software.
46. Maintains telephone servers, Call manager, voicemail, call center and paging systems.
47. Performs duties related to ensuring the integrity and security of County networks and all related components, including human element, physical and virtual servers, domain controllers, desktops, laptops, printers and other devices which utilize the County network. Scans and monitors network activity, filters malicious activity and virus probability; retrieves data for investigative purposes. Maintains County/Department network and data security standards and provides recommendations. Performs computer forensics as requested by County legal department, auditors, or other authorized requests. Conducts research on latest security threats and uses new security products to help maintain the integrity of the County's network. Develops security procedures and provides recommendations on security policies.

When assigned to **Information Systems Security** (In addition to general duties) duties may include but are not limited to:

48. Monitors server network traffic, performance and security; identifies and resolves security issues; checks server logs to detect intruders; ensures that outside storage for disaster recovery is adequate; provides recommendations for improved server and/or network performance and security.
49. Ensures that networks and data systems comply with local, State and Federal mandates/regulations, [e.g., HIPAA].

50. Researches, recommends, designs and manages large security infrastructure improvement projects.
51. Identifies, analyzes and recommends emerging technologies to improve or enhance Placer County's security posture in order to protect the county's data network and all the systems, workstations and servers that operate within it from internal and external attacks.

When assigned to **Audio/Video Systems** (In addition to general duties) duties may include but are not limited to:

52. Analyzes clients audio/video (AV/IP) needs and recommends and designs AV/IP solutions for all AV systems and networks, production suites, media servers, recording systems, CATV/MATV networks, video-teleconferencing and digital signage networks and AV network streaming technologies.
53. Manages a variety of AV/IP projects; coordinates resources, procures material, oversees/participates in the installation of the project, tests and commissions the project to make sure it meets the scope of work details and trains the end users on the system.
54. Oversees production of and produces county wide and departmental video or photographic communication projects related to service, product, or event promotion, training, announcements, marketing, and other informational communication messages (includes pre-production, production - location and studio filming, and post-production editing, graphic design, marketing, and distribution).

MINIMUM QUALIFICATIONS

Information Technology Analyst I

Knowledge Of:

- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems.
- Data processing techniques, including the types of hardware and software currently used to process data with different levels of complexity.
- Structured analysis and database concepts.
- Computer hardware and software systems similar to those being used by the hiring department.
- Tools and equipment used in testing the functionality of computer applications.
- Principles and practices of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.

Information Technology Analyst I
Information Technology Analyst II

- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to:

- Gather, analyze and evaluate data and information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Learn to research, design, implement and maintain various hardware and software technology solutions, including new technology, in order to improved County processes or services.
- Communicate technical information to a wide variety of users.
- Learn, interpret and explain pertinent County and Department policies and procedures.
- Recognize that changes made on a local level can affect services and equipment at the system wide level and take appropriate precautions.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Interpret and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Learn to prepare and maintain documentation for procedures, processes, and tables related to area of assignment.
- Read, comprehend, and retain technical information on computer products and systems.
- Provide on-call service during off hours, evenings, weekends, and holidays.

Functional Assignment Areas

When assigned to **Business Systems Analysis/Application Development** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Information system development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Basic principles and practices of business operations and work flow analysis
- Various programming and scripting languages.

Ability to

- Learn to conduct business process and needs analysis and propose technology solutions.
- Learn to develop information system designs, flow charts, report layouts and screen designs
- Learn to read and interpret source code from one the County's commonly used programming languages; develop a working knowledge of new programming languages.
- Troubleshoot and repair a variety of application issues using appropriate program testing methods and tools.

When assigned to **Database Architecture/Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Database architecture & administration
- Database design methods and techniques
- Techniques for defining logical relationships among data, processes or events

Ability to:

- Troubleshoot database related problems.
- Learn to ensure maximum database availability and that data integrity is maintained.
- Learn to design and modify database structures

When assigned to **System/Server/Platform Analysis and Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Server platforms and operating system components for mainframe, microcomputer and/or client server systems
- Techniques and practices used in managing, designing, implementing, maintaining and operating information processing systems.

Ability to

- Learn to analyze, build, install, configure, maintain and administer server platforms and operating system components for mainframe, microcomputer and/or client server systems
- Learn to design and maintain active directory, exchange, e-mail, backup and related systems.

When assigned to **Network and Telecommunications Analysis/Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- General operational characteristics, configuration and set up of local and wide area network and communication systems, equipment and devices, including telephone and radio equipment.
- Networking principals and methodologies
- General operational characteristics, configuration and set up of communication systems, equipment and devices
- The functionality of firewalls, switches, routers and peripherals and how they interact within the network infrastructure

Ability to

- Learn to monitor and analyze server and network performance and security and provide recommendations for improved server and/or network performance and security
- Learn to plan, design, install and document new network segments and connections.
- Learn to analyze business needs and prepare design specifications, recommendations, and solutions for telecommunications technology.
- Learn to design, implement and maintain telecommunication systems and projects.

When assigned to **Information Systems Security** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- General operational characteristics, configuration and set up of local and wide area network and communication systems, equipment and devices, including telephone and radio equipment.
- The functionality of firewalls, switches, routers and peripherals and how they interact within the network infrastructure
- Common information security issues, threats, vulnerabilities, and attacks

Ability to

- Learn to monitor and analyze server and network performance and security and provide recommendations for improved server and/or network performance and security
- Learn to identify and resolve system performance and security issues that risk business continuity.

When assigned to **Audio/Visual Systems** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Principles, rules, guidelines, and best practices related to motion picture, photographic, and live/post audio and video production.

- The components, design, and setup of audio/visual systems including projection and displays systems, control systems, and sound reinforcement systems.
- Principles and practices of visual and graphic design, video and photographic editing.

Ability to

- Learn to analyze the audio/video needs of county departments and provide recommendations regarding the necessary audio/video systems and equipment for ongoing use or for county events.
- Ensure audio/video systems and equipment is properly installed and troubleshoot system and equipment problems.
- Learn to produce a variety of promotional and informational videos and photographs for the purpose of service, product, or event promotion; training; marketing; and/or other informational communication.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to the completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties in assigned technology area may substitute for the required education on a year for year basis. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience

One year of experience with applications and operations of computers.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

Information Technology Analyst II

Knowledge Of

- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.

- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems.
- Data processing techniques, including the types of hardware and software currently used to process data with different levels of complexity.
- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Structured analysis and database concepts.
- Computer hardware and software systems similar to those being used by the hiring department.
- Tools and equipment used in testing the functionality of computer applications.
- Principles and practices of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to

- Gather, analyze and evaluate data and information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Learn to research, design, implement and maintain various hardware and software technology solutions, including new technology, in order to improved County processes or services.
- Communicate technical information to a wide variety of users.
- Interpret and explain pertinent County and Department policies and procedures.
- Explain the values and limitations of services requested.
- Recognize that changes made on a local level can affect services and equipment at the system wide level and take appropriate precautions.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Interpret and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

- Prepare and maintain documentation for procedures, processes, and tables related to area of assignment.
- Read, comprehend, and retain technical information on computer products and systems.
- Provide on-call service during off hours, evenings, weekends, and holidays.

Functional Assignment Areas

When assigned to **Business Systems Analysis/Application Development** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Information system development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Basic principles and practices of business operations and work flow analysis
- Various programming and scripting languages.

Ability to

- Conduct business process and needs analysis and propose technology solutions.
- Develop information system designs, flow charts, report layouts and screen designs
- Read and interpret source code from one the County's commonly used programming languages; develop a working knowledge of new programming languages.
- Troubleshoot and repair a variety of application issues using appropriate program testing methods and tools.

When assigned to **Database Architecture/Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Database architecture & administration
- Database design methods and techniques
- Database security methods, procedures and best practices
- Techniques for defining logical relationships among data, processes or events
- The operating systems and database software utilized by Placer County

Ability to

- Troubleshoot database related problems.
- Ensure maximum database availability and that data integrity is maintained.
- Design and modify database structures

When assigned to **System/Server/Platform Analysis and Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Server platforms and operating system components for mainframe, microcomputer and/or client server systems
- Techniques and practices used in managing, designing, implementing, maintaining and operating information processing systems.
- Inter- application and hardware platform integration.

Ability to

- Analyze, build, install, configure, maintain and administer server platforms and operating system components for mainframe, microcomputer and/or client server systems
- Design and maintain active directory, exchange, e-mail, backup and related systems.

When assigned to **Network and Telecommunications Analysis/Administration** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- General operational characteristics, configuration and set up of local and wide area network and communication systems, equipment and devices, including telephone and radio equipment.
- Networking principals and methodologies
- Antivirus remediation practices.
- The functionality of firewalls, switches, routers and peripherals and how they interact within the network infrastructure
- Security systems and methodologies for network and data/voice communications systems.
- Digital trunking radio systems
- SCADA (Supervisory Control and Data Acquisition)/HMI systems and programming

Ability to

- Monitor and analyze server and network performance and provide recommendations for improved server and/or network performance.
- Plan, design, install and document new network segments and connections.
- Analyze business needs and prepare design specifications, recommendations, and solutions for telecommunications technology.
- Design, implement and maintain telecommunication systems and projects.

When assigned to **Information Systems Security** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- General operational characteristics, configuration and set up of local and wide area network and communication systems, equipment and devices,
- Network and network security engineering and analysis, including security standards and technical resolution methodologies.
- Antivirus remediation practices.
- The functionality of firewalls and intrusion prevention systems and how they interact within the network infrastructure.
- Security systems and methodologies for network and data/voice communications systems.
- Common information security issues, threats, vulnerabilities, and attacks

Ability to

- Monitor and analyze server and network security and provide recommendations for improved server and/or network performance and security.
- Identify and resolve system performance and security issues that risk business continuity.

When assigned to **Audio/Visual Systems** (In addition to general knowledge and abilities) knowledge and abilities may include but are not limited to:

Knowledge of

- Principles, rules, guidelines, and best practices related to motion picture, photographic, and live/post audio and video production.
- The components, design, and setup of audio/visual systems including projection and displays systems, control systems, and sound reinforcement systems.
- Principles and practices of visual and graphic design, video and photographic editing.

Ability to

- Analyze the audio/video needs of county departments, design audio/video systems, and provide recommendations regarding the necessary audio/video systems and equipment for ongoing use or for county events.
- Ensure audio/video systems and equipment is properly installed and troubleshoot system and equipment problems.
- Produce a variety of promotional and informational videos and photographs for the purpose of service, product, or event promotion; training; marketing; and/or other informational communication.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training:

Equivalent to the completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties in assigned technology area may substitute for the required education on a year for year basis. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience:

Two years of professional level information technology experience comparable to Information Technology Analyst I with Placer County.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; frequent to occasional twisting; occasional pushing/pulling, bending, kneeling, squatting, climbing and crawling. Lifting – frequent lifting up to 20 pounds, occasional lifting up to 80 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, marked changes in temperature and humidity, and may occasionally require work in confined spaces. Occasional evening, holiday and/or weekend work may be required.

INFORMATION TECHNOLOGY ANALYST SENIOR

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Under general direction, performs advanced, specialized work of professional nature, utilizing skills that require technical expertise and an understanding of complex analytical procedures and systems processes, including network operating systems, analysis of complex business processes and requirements and the development of applications; network infrastructure; and database management; while working with a significant amount of independent authority and judgment. Incumbents' primary responsibilities consist of managing large, complex projects and leading project teams and/or providing expertise and guidance in complex information systems analysis and solutions, including definition of user requirements, feasibility studies, design, program specifications, testing, and implementation; and performs other related duties as assigned. May provide functional, technical, or direct supervision over subordinate technical and/or professional staff

DISTINGUISHING CHARACTERISTICS

This is the lead/advanced journey-level class in the Information Technology Analyst job family. This class is distinguished from the class of Information Technology Analyst II because incumbents in the Information Technology Analyst Senior class perform complex level professional systems and applications-related duties that include acting in an advisory role to other analytical staff and providing strategic input within his/her area of specialization; and/or, coordinating/administering projects that are moderate/large in size and scope, requiring the direction of multiple staff and the procurement/utilization of significant resources management. The Information Technology Analyst Senior is distinguished from the Information Technology Supervisor in that the former may be responsible for providing direct supervision where the emphasis is on the application of technical expertise, with supervisory responsibilities incidental to the technical expertise while the latter's primary responsibility is for performing full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and is responsible for a program area within a work unit or department.

SUPERVISION RECEIVED AND EXERCISED

Incumbents at this level work under general direction from an assigned supervisor or manager, working from broad policies and towards general objectives and referring specific matters to a superior only when interpretation or clarification of organizational policies is necessary.

May exercise technical, functional, and/or direct supervision over professional and technical staff.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

1. Serves as a technical expert within area of assignment, providing guidance and direction to other professional staff and resolving complex problems; participates in developing strategic plans for systems/applications development and modification within area of expertise.

2. Analyzes and evaluates computer network design (including the County's overall network), operating systems and/or business requirements; consults with personnel from various departments and identifies areas for strategic network, database, and/or operating system improvements and upgrades; or the development of technical solutions to automate and/or improve business processes. Designs system architecture, network infrastructure and configuration, database, and/or web-based application solutions that meet the needs of the organization and develops plans to initiate improvements.
3. Prepares complex reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
4. Answers questions and provides information to personnel of customer departments; analyzes questions and recommends appropriate corrective action as necessary.
5. Coordinates with systems, network and/or database administrators to implement application or system design specifications and coordinate integration across multiple platforms and technologies; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
6. Trains, leads and provides technical guidance to professional and technical staff assigned to operating systems, network infrastructure, business systems analysis and application development, database administration, telecommunications systems, and/or audio/video systems. Directs the work of peers and/or subordinate professional information technology staffed on assigned projects.
7. Recommends the appointment of personnel; provides or coordinates staff training; provides standards and operating guidelines; provides timely input on performance evaluations and disciplinary matters, as assigned.
8. Provides budget recommendations and assists in budget preparation and administration; prepares cost estimates for budget; monitors and controls expenditures.
9. Provides technical and functional supervision of contractors/vendors.
10. Provides after hours technology support as assigned.

Depending on area of assignment:

11. Coordinates the activities of County technical personnel and contract personnel during major and minor network problems; provides problem status, oral and written, to management; focuses on preventing and resolving network and system problems related to area of assignment.
12. Serves as the administrator for large and highly complex databases; researches and identifies database environment requirements and specifications; determines integration requirements to ensure inter-operability across multiple platforms and technologies.
13. Oversees and provides guidance and expertise in the design, building, installation, configuration, maintenance and administration of highly complex network infrastructures, telecommunications systems, or server platforms and operating system components.

14. Oversees the integrity and security of County networks and all related components, including human element, physical and virtual servers, domain controllers, desktops, laptops, printers and other devices which utilize the County network. Scans and monitors network activity, filters malicious activity and virus probability; retrieves data for investigative purposes. Defines and maintains County/Department network and data security standards. Performs computer forensics as requested by County legal department, auditors, or other authorized requests. Conducts research on latest security threats and uses new security products to help maintain the integrity of the County's network. Develops security procedures and policies.
15. Acts as the project lead over moderate/large business analysis projects; develops and monitors project budgets and resources; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project requirements; designs and implements project testing and quality assurance processes. Project-related duties may include:
 - a. determining and developing cost benefit analyses for project justifications; developing projected budgets and resources needed to conduct the work; evaluating risk concerns and options; providing technical input into the development of specifications for "requests for proposals" pertaining to external services; reviewing vendor submissions and providing recommendations on vendor selection;
 - b. monitoring vendor performance to ensure compliance with County specifications; ensuring project compliance with County procedures or protocols, budgetary constraints and staff/resource utilization;
 - c. serving as the primary client interface on assigned projects; reviewing recommendations with clients and receiving approval to proceed; reviewing final outcomes with the client and obtaining their sign off that all work has been conducted in accordance with client requirements;
 - d. assigning and directing project team members that cross multiple IT disciplines and/or departments; as well as other resources, on assigned projects to ensure compliance with schedule, budget and project specifications.
 - e. coordinating the activities of contract personnel and/or vendors, consistent with project plans; identifies and resolves obstacles to progress.
 - f. designing and directing project testing and quality assurance processes for assigned projects.
16. Provides recommendations for developing and/or improving hardware, software, and/or web-based applications across multiple County departments in order to accomplish business goals; recommends and/or implements operating system adjustments to maximize application performance and resource resolution.
17. Follows, maintains, and implements internal control, network security and other security systems for computer and telecommunication data, systems and hardware protection.

18. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge Of

- Principles and practices of effective team building, team leadership and conflict resolution.
- Advanced principles and practices of project management and work flow analysis.
- Advanced principles and practices of systems and procedures analysis and design
- Complex software Tools, test equipment and measurement techniques.
- A broad range of operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems.
- Computer hardware and software systems being used by the hiring department.
- Principles and practices of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to

- Conduct independent research, interpret highly technical documents, draw valid conclusions, develop technological solutions, take appropriate actions and/or make appropriate recommendation related to complex IT problems.
- Analyze, diagnose and resolve problems of the most complex nature and provide guidance to others in the diagnosis and resolution of complex problems.
- Lead, train, assign, schedule and review the work of technical and/or professional information technology staff.
- Effectively build and lead a team through all phases of complex information technology projects involving multiple IT disciplines in order to achieve departmental and/or county goals.
- Produce detailed design and work specifications for Requests for Proposals (RFPs), Requests for Quotes (RFQs) and Statement of Work (SOW) documents.
- Research and gather complex information from a variety of county, vendor and industry sources.

- Prepare and present highly technical documents such as network and system diagrams and circuit schematics, Radio Frequency propagation and network coverage maps and other technical documents.
- Provide expertise and effectively advise professional technical staff on complex technical matters.
- Develop training materials; train team members in the use of complex technical equipment and software.
- Read, comprehend, and retain technical information on computer products and systems.
- Provide on-call service during off hours, evenings, weekends and holidays.

In addition to the above, depending on area of assignment:

Knowledge of

- Principles and practices of IP Network, Telephony and Audio Video system design techniques.
- Techniques and practices used in managing, designing, implementing, maintaining and operating IP Network and telephony systems including WAN/LAN, VoIP, Audio/Video systems, and associated network equipment.
- A broad range of protocols commonly used in wired and wireless communications networks (e.g. TCP, IP, UDP, SNMP, RADIUS, BGP, OSPF, RIP, Serial, TDM, TFTP, FTP, SSH, SSL, etc.).
- Principles and practices of business operations analysis.
- Principles and practices of complex database design and administration.
- Enterprise Level Information Technology Infrastructures

Ability to

- Conduct business analysis and recommend technology solutions or business strategies that meet county, state and federal requirements.
- Create, present and explain complex diagrams to illustrate technology solutions.
- Analyze, develop, maintain and administer complex databases and database management systems similar to those being used by the assigned department.
- Perform advanced network administration duties, including security administration.
- Analyze, develop, and maintain complex network-related systems, equipment and software similar to that being used by the hiring department

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training:

Equivalent to completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties in assigned technology area or possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for the required education on a year for year basis. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience:

Two years journey level professional information technology experience comparable to an Information Technology Analyst II with Placer County.

License or Certificate:

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; frequent to occasional twisting; occasional pushing/pulling, bending, kneeling, climbing, squatting and crawling. Lifting – frequent lifting up to 20 pounds and occasional lifting up to 80 pounds may be required, depending upon assignment. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person;

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, marked changes in temperature and humidity, and may occasionally require work in confined spaces.

INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Plans, organizes, directs, evaluates and supervises the activities of a group of professional and/or para-professional and technical information technology (IT) staff in one or more of the following technology disciplines: Application Development and Support, Business Systems, Network & Telecommunications, Database, Platform Technologies, and/or Technical Support duties that involve monitoring, installing, configuring and upgrading, modifying, troubleshooting, and repairing hardware, software and peripheral problems and supporting end users; or other technology area performing professional applications development and support, network support, information technology analysis/administration, and/or other related information technology analytical duties; performs the most complex work assigned to the classification series; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a full, first-line supervisory-level class where incumbents work under general direction and broad policies wherein the preponderant responsibility assigned to positions is to directly supervise the operations and staff within an information technology work unit in addition to performing professional information technology work.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned manager.

Exercises direct supervision over assigned professional, para-professional, and/or technical personnel. In addition, may exercise supervision over assigned clerical/administrative personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

1. Supervises a group of technology employees within an assigned technology work unit; selects and directs staff; plans, prioritizes, schedules, assigns and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
2. Recommends goals and objectives for assigned information technology operations and directs their implementation; establishes schedules and methods for assigned program area; develops and implements policies and procedures. Determines staffing needs for assigned work units/operational areas in order to achieve goals and objectives.
3. Evaluates operations and activities of assigned unit/operational area and recommends improvements and modifications. Prepares various reports on operations and activities.
4. Assumes responsibility for staff development and training; identifies individual training needs and works to ensure those needs are met.
5. Builds and maintains positive working relationships with co-workers, other County

Information Technology Supervisor

employees, and the public using principles of effective customer service.

6. Reviews and approves programming, systems development and systems enhancement plans, work orders, consultant and related bills and purchase orders; prepares and monitors consultant agreements, reviews new and proposed laws, regulations, codes, methods, materials and techniques for application to projects; develops and implements procedures, standards and systems.
7. Performs a variety of complex applications, network and/or professional technology troubleshooting and analysis duties as a working supervisor. Assists in solving problems regarding networking, telecommunications, operating, communications, business process analysis, and application systems.
8. Assists in preparing, administering and monitoring unit or project budgets; tracks and monitors expenses for assigned areas; researches costs for new hardware, software and other items and prepares reports and recommendations.
9. Works with management, assigned staff, other County departments, regional partners, and/or vendors to ensure the best use of technology to support the mission of the unit and department.
10. Designs, directs and oversees work unit quality assurance activities and coordinates resolution of complex and technical problems and system changes that affect the work of the unit. Develops, administers, and maintains County or department standards for computer, telecommunications, server, and network hardware and software.
11. Manages complex technology projects requiring the support of multiple diverse staff and the procurement/utilization of specialized resources; determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with County and department procedures or protocols, budgetary constraints and staff/resource utilization; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; designs and directs project testing and quality assurance processes.
12. Determines and develops cost benefit analyses for project justifications; identifies the budget and resources needed to conduct the work; manages and monitors budget dollars and staff; evaluates risk options; ensures project compliance with County and department procedures or protocols, budgetary constraints and staff/resource utilization.
13. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
14. Provides emergency response capability for computer service on a 7-day, 24 hour basis.
15. Provides technical and functional supervision of contractors/vendors
16. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge Of:

- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program
- Principles and practices of public administration; including, budgeting, staff development, customer service and human resource management.
- Principles and practices of supervision, training, and performance management.
- Principles and practices of effective team building, team leadership, and conflict resolution.
- Computer hardware and software systems similar to those being used by Placer County, including business applications, operating systems, and network systems.
- Advanced project management principles and techniques.
- Principles, methods and techniques used in designing, developing, testing and implementing and managing information technology solutions.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Information security systems and methodologies.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Organize, implement, direct and supervise the work of subordinate employees who perform professional information technology work.
- Provide a highly advanced level of professional support in assigned technology systems area(s).
- Train and motivate staff.
- Evaluate and resolve a broad range of problems utilizing limited resources.
- On a continuous basis, analyze technical and business operations, reports and special projects; identify and interpret technical and numerical information; identify problems and/or areas of improvement, recommend solutions such as new or revised operational and technical policy and procedures, and make effective decisions in a timely manner.
- Develop work plans and methods to ensure that assigned work areas are functioning in the

most effective and efficient manner.

- Prepare and maintain comprehensive procedures manuals and documentation, technical reports, and correspondence.
- Assist with development and administration of the budget for the assigned unit.
- Coordinate and manage a variety of information technology tasks and projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Maintain the confidentiality of information.
- Analyze and prepare technical reports.
- Provide on-call service during off hours, evenings, weekends, and holidays.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training:

Equivalent to the completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Additional relevant technical experience that demonstrates the ability to perform analytical duties in assigned technology area may substitute for the required education on a year for year basis. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for all or part of the above-required education.

Experience:

Three (3) years of advanced journey level professional information technology experience comparable to Information Technology Analyst Senior or five (5) years of relevant journey level professional experience comparable to Information Technology Analyst II with Placer County or equivalent experience performing development and analysis in a comparable complex information systems environment, including project management experience. Prior lead or supervisory experience is desirable.

Special Requirement: Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

License or Certificate

May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; occasional pushing/pulling, bending, kneeling, squatting and crawling. Lifting – occasional lifting up to 20 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust, marked changes in temperature and humidity, and/or unpleasant odors.

INFORMATION TECHNOLOGY TECHNICIAN I**INFORMATION TECHNOLOGY TECHNICIAN II****DEFINITION**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Performs a wide range of technical duties, typically in a help desk environment, in order to provide effective support for assigned technology functional area; troubleshoots and resolves system/application related support requests pertaining to maintenance and administration of computer hardware and software and telecommunications systems to meet business needs. This classification serves as a first or second-level responder and may perform any of the following functions: installs/sets up, operates, maintains and monitors a variety of information systems including network, peripherals, operating systems and user applications; plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; installs, configures and administers a variety of commercial, off-the-shelf (COTS) and internal applications; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS**Information Technology Technician I**

This is the entry-level class in the Information Technology Technician series. This class is distinguished from the journey level by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Positions where duties are primarily limited to more routine/basic assignments such as serving as a first level responder for hardware/software issues, receiving trouble calls, troubleshooting basic problems such as connection or printer issues, installing software, and forwarding a large percentage of more complex or specialized calls to another staff member may be permanently allocated to the Information Technology Technician I level.

Information Technology Technician II

This is the full journey level class in the Information Technology Technician series. Employees within this class are distinguished from the Information Technology Technician I by the performance of the full range of duties as assigned. Incumbents at this level work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow. This class is distinguished from Information Technology Specialist in that the Specialist describes positions that are responsible for performing duties that are broader and more complex in nature requiring specialized knowledge and abilities as compared to the more routine tasks performed by a Technician that require a more general knowledge.

SUPERVISION EXERCISED AND RECEIVED

Information Technology Technician I

Incumbents work initially under immediate supervision from an assigned supervisor while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned. May receive technical and functional supervision from higher level staff.

Information Technology Technician II

Receives general supervision from an assigned supervisor. May receive technical and functional supervision from higher level staff.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

1. Coordinates and provides technical support to County personnel, over the telephone and in person, using computers; analyzes and solves standard software, hardware, and network problems.
2. Receives reviews and/or logs requests from end users regarding computer hardware, software and/or peripheral equipment problems; writes and tracks trouble tickets/work orders.
3. Provides first-level and second-level assistance to customers; verifies the location of the problem; elicits information from end user on the nature of the issue; resolves issue or refers to higher level staff member when necessary.
4. Reviews and tracks service requests and trouble reports related to hardware and software problems and coordinates with end users and/or managers to ensure that customer needs are met. Maintains records of work completed and resolutions.
5. Monitors the network consoles; prioritizes, schedules, and dispatches field calls; monitors network security in close coordination with Information Technology staff.
6. Performs workstation troubleshooting; performs configurations of new desktop images; installs, upgrades and maintains computer workstation hardware, peripherals and associated software; manages and executes installation upgrades and system patches.
7. Creates user IDs, modifies user profiles, re-sets passwords and performs regular file maintenance; sets up basic user access permissions consistent with County policies and procedures; documents all changes and revisions.
8. Builds and maintains positive working relationships with co-workers, other County employees, vendors, and the public using principles of good customer service.
9. Provides one-on-one training pertaining to the use of standard applications, equipment, and/or systems, including audio/video equipment, telecommunication equipment and systems; personal computers, lap top computers, and general office software.

10. Performs basic installation, operation and maintenance of computers and peripheral equipment; monitors routine system parameters such as response time and general performance; tests and sets up basic hardware and software configurations; performs basic maintenance and repair on system components.
11. Schedules and runs jobs and reports; performs routine system backups, upgrades and/or other hardware/software support activities; connects computers to printers, scanners, PDA's and other peripheral equipment; loads software.
12. Plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; obtains new and upgraded system hardware and software from vendors; utilizes appropriate tools to install and test upgrades and patches; may develop utility programs as needed to ensure that new and upgraded systems work effectively with current systems and programs; determines and documents proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.
13. Provides technical and functional supervision of vendors and/or contract staff during the implementation of hardware and software upgrades, patches, security and backup/recovery processes.
14. Assigns tasks to County IT staff and coordinates activities when acting as the lead on special projects.
15. Informs management of existing or potential production problems; maintains problem logs; communicates with higher-level staff regarding documentation, testing and scheduling concerns; communicates production or testing problems to user departments and keeps them apprised of schedule changes.
16. Administers and maintains County standards for system hardware and software; develops system related documentation.
17. Generates standard reports from various database applications.
18. Reviews, submits and tracks requests for system enhancements and equipment upgrades.
19. Assists with project management and network operations, as needed.
20. Maintains an inventory of all computer systems, peripherals, and software.
21. Performs miscellaneous administrative duties as needed, such as data entry and billing activities.
22. Provides after hours technology support as assigned.
23. Performs other related duties as assigned.

In addition to the above, when assigned to Telecommunications:

24. Provides technical assistance in the installation, maintenance, modification and repair of telecommunication equipment such as PBX and/or VoIP equipment, voice mail systems, uninterrupted power supplies, telephone handsets, radios, network cabling, paging/public address equipment, intercoms, T1 circuits, optical fiber and related equipment.
25. Assists in telecommunication system moves, adds and changes; reviews installation sites and determines amount of cabling needed to conduct installation; installs cabling, jacks and related components.
26. Responds to service/repair calls or maintenance alarms; investigates, analyzes and diagnoses the operation and performance of electronic, radio and wire systems and equipment; and initiates action to optimize system/circuit effectiveness.
27. Troubleshoots digital and analog switching equipment malfunctions and takes necessary actions to restore systems.
28. Provides training to personnel of customer departments on the use and features of telecommunications equipment and systems.
29. Installs, troubleshoots, maintains and repairs audio and visual distribution networks, public address systems, video recording and playback equipment, paging systems and local area network (LAN) connections.
30. Installs, modifies, troubleshoots, tests, maintains and repairs radio networks, computer networks and related peripheral equipment.
31. Designs, installs, maintains and repairs radio antennas on towers.

MINIMUM QUALIFICATIONS

Information Technology Technician I

Knowledge Of

- Basic computer hardware and software, operating systems, workflow processes, direct access techniques and remote processing.
- Basic operational characteristics of local and wide area network systems
- Basic operational characteristics of communication systems, equipment and devices.
- Basic methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, and communication system hardware and software.
- Tools used in the maintenance, testing, troubleshooting, and installation of personal computers, communications equipment, network components, and peripheral equipment.

- Principles and practices of effective customer service.
- Safe work practices when working with electronic equipment.
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Principles of records and database management.

Ability to

- Learn the operations and functions of the assigned business unit.
- Learn to analyze problems with software, hardware, communications and operating systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.
- Learn to install, maintain, repair and modify a variety of computer equipment, software, communications and electronic equipment and systems.
- Learn to write procedures and documentation for problems, solutions, and standards.
- Track service requests and trouble reports and ensure problems are resolved.
- Communicate clearly and concisely, both orally and in writing.
- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Learn to organize and manage multiple priorities and perform a variety of work assignments.
- Work independently and as a cooperative, contributing member of a team.
- Provide on-call service during off hours, evenings, weekends and holidays.

In addition to the above, when assigned to Telecommunications

Knowledge of

- Radio communications and electronics including Microwave radio theory and operations.
- Standards and protocols for data/voice communications.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to the completion of an Associate's Degree with major coursework in computer science, information technology, or a related field. Experience involving the technical support of computer applications and equipment may substitute for the required education on a year for year basis. Possession of an approved information systems technology certificate, or completion of an approved information systems training course may substitute for all or part of the above required education.

Experience

One (1) year of experience involving the applications and operations of computer equipment.

Information Technology Technician II

Knowledge Of

- Computer hardware and software, operating systems, workflow processes, direct access techniques and remote processing.
- Operational characteristics of local and wide area network systems
- Operational characteristics of communication systems, equipment and devices.
- Methods and techniques of testing, troubleshooting, problem solving, and maintenance of desktop computer, network, and communication system hardware and software.
- Tools used in the maintenance, testing, troubleshooting, and installation of personal computers, communications equipment, network components, and peripheral equipment.
- Principles and practices of effective customer service.
- Safe work practices when working with electronic equipment.
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Principles of records and database management.

Ability to

- Learn the operations and functions of the assigned business unit.
- Analyze problems with software, hardware, communications and operating systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.
- Install, maintain, repair and modify a variety of computer equipment, software, communications and electronic equipment and systems.

- Write procedures and documentation for problems, solutions, and standards.
- Work independently and as a cooperative, contributing member of a team.
- Track service requests and trouble reports and ensure problems are resolved.
- Communicate clearly and concisely, both orally and in writing.
- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Maintain and manage documents, inventory and records of computer assets, and coordinate ordering of supplies.
- Read, comprehend and retain technical information on computer products and systems.

In addition to the above, when assigned to Telecommunications

Knowledge of

- Radio communications and electronics including Microwave radio theory and operations.
- Standards and protocols for data/voice communications.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to the completion of an Associate's degree with major coursework in computer science, information systems, or a related field. Possession of an approved information systems technology certificate, or completion of an approved information systems training course may substitute for all or part of the above required education.

Experience

Two (2) years of responsible experience comparable to Information Technology Technician I with Placer County.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; frequent twisting; occasional pushing/pulling, bending, kneeling, squatting, climbing and crawling. Lifting – frequent lifting up to 20 pounds; occasional lifting up to 80 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, marked changes in temperature and humidity, and may occasionally require work in confined spaces.

INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Provides effective specialized information technology support for network systems and business applications related to Placer County; troubleshoots, analyzes and resolves system/application related requests including specialties such as Help Desk, Web, and department specific applications. Performs a variety of technical duties pertaining to computer systems and related equipment and serves as a second or third level responder for computer, network and hardware/software issues. Assists and trains users in personal computer hardware and specialized software and provides technical assistance to customers. Analyzes existing processes and provides recommendations regarding technology solutions. Coordinates with vendors, other county departments, and other agencies in identifying and implementing system upgrades and modifications; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level classification in the Information Technology Specialist classification series. Positions in this classification independently perform a broad range of both routine and complex technical assignments in support of specialized systems, including user support, system troubleshooting, review of business processes and communication of user requirements/problems to a vendor or statewide system which then develops the technical solution. This class is distinguished from the classification of Information Technology Analyst because the latter describes positions with analytical responsibilities where the primary duties include the analysis of business and/or system needs, the evaluation of current systems and the design of technical solutions to meet the identified business or system needs, including work which may emphasize business systems analysis and the design of technology solutions to resolve application problems or improve efficiency and effectiveness; network/telecommunication systems analysis and design; system analysis/administration and design, and/or database analysis/administration and design. This class is distinguished from the classification of Information Technology Technician II in that the Specialist describes positions that are responsible for performing duties that are broader and more complex in nature requiring specialized knowledge and abilities as compared to the more routine tasks performed by a Technician that require a more general knowledge.

SUPERVISION RECEIVED AND EXERCISED

Incumbents at this level work under direction from an assigned supervisor, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve complex problems. Only unusual matters are referred to a supervisor. Incumbents may also receive technical and functional supervision from an Information Technology Specialist Senior. Incumbents may exercise functional or direct supervision over technical staff. Incumbents may exercise functional supervision over other technical specialist staff on a project basis.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

1. Performs a variety of specialized duties in support of the County's technology functions which may include, but are not limited to, applications, network, business processes and related technology areas.
2. Assists users of a particular application where detailed knowledge of the specific application is required, troubleshooting, debugging and resolving a variety of operations/business-process related applications problems. Troubleshoots new applications and/or systems to ensure functional operation.
3. Installs, configures, customizes and administers a variety of commercial, off-the-shelf (COTS) and vendor developed applications; writes programs/scripts and develops reports using standard application development products and tools.
4. Designs and generates a variety of routine and *ad hoc* customized reports based on customer requirements.
5. Performs routine applications, system and/or network support duties such as monitoring or adding applications/users/devices, modifying user profiles, re-setting passwords and performing file maintenance; sets up basic user access permissions consistent with County policies and procedures.
6. Completes, reviews, and/or approves a variety of forms, including requests for hardware and software, and user access.
7. Serves as a technical resource in the evaluation, selection, acquisition and implementation of computer hardware and software solutions, including cost/benefit analysis. Recommends contractor selection and assist with vendor and contract management. Reviews and provides input on Requests for Proposals.
8. Designs website layout and content; designs and develops screens and menus; reviews and monitors content to ensure consistency with County policies and procedures; conducts ongoing website maintenance for content updates and revisions.
9. Executes website and software testing plans to validate functionality; resolves programming issues; refines data and formats final products; tests, troubleshoots and debugs programs using appropriate technology and various test utilities, and ensures functional operation.
10. Is responsible for the coordination and completion of projects that are specific to area of assignment, such as the implementation of a new system design or system upgrade. Interfaces with users to identify problems/gaps with current technology and/or business processes and gathers system requirements. Serves as the primary interface with and coordinates and directs the work of vendors. May coordinate and direct the work of staff at the same or lower level while working on projects. Designs and directs project testing and quality assurance processes.
11. May write, revise and maintain computer programs based on business requirements and application design specifications identified and developed by someone else, in order to create new business applications and interfaces or maintain/modify existing business applications, using various computer languages and/or database platforms; troubleshoots, debugs, and resolves problems with application coding.

12. Prepares technical reports, correspondence and other documents; provides general administrative support that may include maintaining records and monitoring contracts/budgets.
13. Participates on committees and task forces; attends meetings, conferences and training sessions.
14. Develops training materials and conducts training pertaining to the use of new or modified applications and/or systems for users and other information technology staff.
15. When assigned to support a statewide, federal, or legislation-governed system, reviews upcoming changes to programs, regulations or system (All County Letters, Management Change Requests), identifies impact on system and/or County processes, provides input on necessary revisions, and assists with implementing changes.
16. Serves on project teams providing technical assistance as needed.
17. Provides after hours technology support as assigned.
18. Provides technical and functional supervision of contractors/vendors.
19. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge Of

- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Basic operational characteristics of local and wide area network systems.
- Automated systems/software utilized in area of assignment, including work processes, methods of data entry/retrieval, and system navigation.
- Standard office software such as word processing, electronic mail, and spreadsheet software;
- Principles and practices of troubleshooting computer system hardware and software problems.
- Process and workflow analysis.
- Tools and test equipment used in the installation, maintenance and repair of information systems.
- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Basic principles and practices of technical network administration.
- Principles and practices of customer service.

- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to

- Operate, maintain and perform repairs on information technology equipment and software.
- Perform complex duties related to troubleshooting, configuring, performing repairs and assignment specific desktop and network hardware and software issues and respond appropriately to customer service requests.
- Test and repair electronic equipment using appropriate tools.
- Communicate technical information to a wide variety of users.
- Assist in planning and evaluating new systems and equipment.
- Execute system testing plans and test, troubleshoot and de-bug programs using appropriate technology to ensure system functionality
- Plan, organize, prioritize and process work to ensure that deadlines are met; organize and manage multiple assignments and priorities.
- Prepare and present training materials related to specialized hardware and/or software.
- Prepare and maintain documentation for procedures, processes, and tables related to area of assignment.
- Independently analyze work methods, procedures, and operational needs; identify and recommend appropriate solutions.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, comprehend and retain technical information on computer products and systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Provide on-call service during off hours, evenings, weekends, and holidays.

Education/Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education

Equivalent to completion of an associate's degree from an accredited college or university in computer science, information technology or a closely related field. Additional relevant

technical experience that demonstrates the ability to perform specialist level duties in assigned technology area may substitute for the required education on a year for year basis; or possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for all or part of the above-required education.

Experience

Two years of journey-level technical experience comparable to Information Technician II with Placer County.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; frequent to occasional twisting, depending on assignment; occasional pushing/pulling, bending, kneeling, squatting and crawling. Lifting – frequent lifting up to 20 pounds, occasional lifting up to 80 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, marked changes in temperature and humidity, and may occasionally require work in confined spaces.

INFORMATION TECHNOLOGY SPECIALIST SENIOR**DEFINITION**

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Leads and provides effective technical support for network systems and business applications related to Placer County, requiring advanced, specialized knowledge; is assigned sensitive, highly specialized, larger and most difficult or complex problems and systems; instructs/directs others in troubleshooting, analyzing and resolving system/application related support requests including specialties such as Help Desk, Web, and department specific applications. Performs a variety of technical support duties pertaining to computer systems and related equipment and serves as a second or third level responder for computer, network and hardware/software issues. Analyzes existing processes and provides recommendations regarding technology solutions. Trains IT technical and/or specialist staff, as well as users, in personal computer hardware/software and provides technical assistance to customers; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the lead/advanced journey level classification in the Information Technology Specialist classification series. Positions in this classification perform technical assignments of significant complexity and serve as technical experts within their area of assignment. This class is distinguished from the classification of Information Technology Specialist because incumbents in the Information Technology Specialist Senior class provide lead direction to subordinate staff and/or serve as technical experts within their area of assignment where they provide technical expertise in the strategic planning of technology for several complex systems. This class is distinguished from Information Technology Supervisor in that the focus of the former is on the application of technical expertise and/or responsibility for serving as a functional lead; whereas the latter has responsibility for full, first-line supervision over a group of technician, technical specialist and professional employees.

SUPERVISION RECEIVED AND EXERCISED

Incumbents at this level work under general direction, working from broad policies and towards general objectives and referring specific matters to a superior only when interpretation or clarification of organizational policies is necessary.

May exercise technical and functional supervision over technical specialist and technician staff.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following

1. Performs a variety of complex, specialized duties in support of the County's technology functions which may include, but are not limited to, applications, network, business processes and related technology areas.
2. Acts as a technical resource for staff. Provides targeted support for one or more specific department programs or applications, requiring specialized expertise; tests programs and applications from the user's perspective. Troubleshoots new applications and/or systems to ensure functional operation.

3. Plans, assigns, schedules, and monitors work of other technical specialist and/or technician staff.
4. Serves as a trainer for technology staff regarding new procedures and software applications; demonstrates the software application systems; prepares written procedures and training materials for staff.
5. Recommends the appointment of personnel; provides standards and operating guidelines, provides timely input to performance evaluations; recommends disciplinary measures, when necessary.
6. Assists users of a particular application where detailed knowledge of the specific application is required, troubleshooting, debugging and resolving a variety of operations/business-process related applications problems.
7. Installs, configures, customizes and administers a variety of commercial, off-the-shelf (COTS) and in-house vendor developed applications; writes programs/scripts and develops reports using standard application development products and tools.
8. Designs and generates a variety of routine and ad hoc customized reports based on customer requirements.
9. Is responsible for the coordination and completion of projects that are specific to area of assignment, such as the implementation of a new system design or system upgrade. Interfaces with users to gather system requirements and identify problems/gaps with current technology and/or business processes. Serves as the primary interface with and coordinates and directs the work of vendors and staff at the same or lower level while working on projects related to assigned duties. Designs and directs project testing and quality assurance processes.
10. Researches available technologies, performs cost/benefit analysis, evaluates and recommends solutions related to the program assigned; manages and executes installation upgrades and system patches; track problems and requests for system enhancements and equipment upgrades and resolve problems as they occur.
11. Analyzes regulatory rules and issues to identify impact on current information technology operations.
12. Writes, revises and maintains computer programs based on application design specifications provided to create new business applications and interfaces or maintains/modifies existing business applications, using various computer languages and/or database platforms; troubleshoots, debugs, and resolves problems with application coding.
13. Instructs others in the generation of and designs and generates a variety of routine and ad hoc customized reports based on customer requirements.
14. Monitors and tests website functionality to ensure optimal performance for end users; provides recommendations for performance improvements. Designs website layout and content; reviews and monitors content to ensure consistency with County policies and

procedures.

15. Completes, reviews, and/or approves a variety of forms, including requests for hardware and software, and user access.
16. Works with department management in strategically analyzing future technology needs and making recommendations for multiple complex systems. Serves as a technical resource in the evaluation, selection, acquisition and implementation of computer hardware and software solutions; helps determine requirements for new equipment installation; coordinates equipment repairs with external vendors; locates vendors and arranges to have parts purchased/shipped as needed; arranges for vendors to perform on-site repairs.
17. Prepares technical reports, correspondence and other documents; provides general administrative support that may include maintaining records and monitoring contracts/budgets.
18. Represents the County and/or assigned department/division on committees and task forces; attends meetings, conferences and training sessions.
19. When assigned to support a statewide system, reviews upcoming changes to programs, regulations or system (All County Letters, Management Change Requests), identifies impact on system and/or County processes, provides input on necessary revisions and assists with implementing changes..
20. Serves on project teams providing technical assistance as needed.
21. Provides after hours technology support as assigned.
22. Provides technical and functional supervision of contractors/vendors.
23. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge Of

- Principles and practices of effective team building, team leadership and conflict resolution.
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Basic operational characteristics of local and wide area network systems.
- Automated systems/software utilized in area of assignment, including work processes, methods of data entry/retrieval, and system navigation.
- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.

- Principles of workstation and server operating system installation, configuration and maintenance.
- Principles and practices of troubleshooting computer hardware, software and network problems.
- Principles and practices of effective customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

Ability to:

- Lead, train, assign, schedule and review the work of technical and/or specialist information technology staff.
- Develop training materials; train team members in the use of complex technical equipment and software.
- Perform complex duties related to troubleshooting, configuring, performing repairs and assignment specific desktop and network hardware and software issues and respond appropriately to customer service requests.
- Utilize and explain specialized terminology needed for the specific assignment.
- Communicate technical information to a wide variety of users.
- Assist in planning and evaluating new systems and equipment.
- Execute system testing plans and test, troubleshoot and de-bug programs using appropriate technology to ensure system functionality
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, comprehend and retain technical information on computer products and systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.
- Provide on-call service during off hours, evenings, weekends, and holidays.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Training

Equivalent to the completion of an Associate's Degree from an accredited college or university in computer science, information technology or a closely related field. Additional relevant technical experience that demonstrates the ability to perform advanced technical duties in assigned technology area may substitute for the required education on a year for year basis; or possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for all or part of the above-required education. Equivalent to the completion of a Bachelor's Degree from an accredited college or university in computer science, information technology or a closely related field is desirable.

Experience

Two years of journey-level technical experience comparable to Information Technology Specialist with Placer County.

License or Certificate

- May need to possess a valid driver's license as required by the position. Proof of adequate vehicle insurance and medical clearance may also be required.
- Depending upon assignment, demonstrated technical competency and/or certification pertaining to the information technology used by the appointing department may be required.

PHYSICAL REQUIREMENTS

Mobility – frequent standing or sitting for extended periods; frequent walking; frequent to occasional twisting, depending on assignment; occasional pushing/pulling, bending, kneeling, squatting and crawling. Lifting – frequent lifting up to 20 pounds; occasional lifting up to 80 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person.

WORKING CONDITIONS

Work is typically performed in an indoor office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; position occasionally requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, marked changes in temperature and humidity, and may occasionally require work in confined spaces.

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
Cheshire-Glick, Mirinda	Admin Services	Central Services Technician	Central Services Technician	no change
Avey, Jeffrey M	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Bada, Shirley	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Brooks, Eric R	Admin Services	Technology Solutions Analyst II	Information Technology Analyst II	promotion
Buchanan, Kathy A	Admin Services	Deputy Director of Information Technology	Deputy Director of Information Technology	no change
Burgess, Tonya L	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Burk, Karey	Admin Services	Administrative Technician	Administrative Technician	no change
Callis, Camie B	Admin Services	Technology Solutions Analyst Sr	Information Technology Specialist - Senior	title change only
Cash, Timothy R	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Corral, Jill M	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Cretaro Jr., Louis	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Cullati, Lonnie D	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Dawson, Jan M	Admin Services	Information Technology Tech II	Information Technology Technician II	no change
Det Rio, Leonardo	Admin Services	Information Technology Analyst II	Information Technology Specialist	lateral transfer to IT Specialist - same salary
DeLapp, Dena	Admin Services	Technology Solutions Analyst I	Information Technology Specialist	title change and promotion to journey level
Dessert, Elizabeth	Admin Services	Technology Solutions Analyst I	Information Technology Specialist	title change and promotion to journey level
Duchien, Teresa B	Admin Services	Information Technology Supervisor	Information Technology Supervisor	journey level
Duncan, Pamela L	Admin Services	Technology Solutions Analyst II	Information Technology Specialist	no change
Dunkle, Keven P	Admin Services	Information Technology Analyst - Senior	Information Technology Analyst - Senior	title change only
Fahey, Michael	Admin Services	Information Technology Analyst - Senior	Information Technology Analyst - Senior	no change
Frink, Julie A	Admin Services	Technology Solutions Analyst I	Information Technology Specialist	title change and promotion to journey level
Frink, Thomas E	Admin Services	Technology Solutions Analyst II	Information Technology Specialist	journey level
Hernandez, A Pete	Admin Services	Technology Solutions Analyst Sr	Information Technology Specialist - Senior	title change only
Herrera, Joanne E	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Hsia, Jean L	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Hubert, Daren	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Jackson, Richard (Tony)	Admin Services	Information Technology Tech I	Information Technology Technician I	no change
Keller, Robert L	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
Kelly, Kendel	Admin Services	Information Technology Analyst I	Information Technology Analyst I	no change
Kersey, William J	Admin Services	Information Technology Analyst I	Information Technology Analyst I	no change
Killian, Michael	Admin Services	Information Technology Analyst	Information Technology Specialist	lateral transfer to IT Specialist - same salary
Kistler, Ron F	Admin Services	Information Technology Analyst	Information Technology Specialist	lateral transfer to IT Specialist - same salary
Knutty, Peter L	Admin Services	Information Technology Technician II	Information Technology Technician II	no change
Krogsrud, Kevin M	Admin Services	Information Technology Manager	Information Technology Manager	no change
Lewis, Michael D	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Lynch, Daniel	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Mansfield, Matthew L	Admin Services	Information Technology Analyst	Information Technology Specialist	title change only
Melton, Terry Lynn	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Merritt, John M	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Norris, Dan M	Admin Services	Information Technology Analyst	Information Technology Specialist	lateral transfer to IT Specialist - same salary
Owens, Rebekah	Admin Services	Information Technology Tech II	Information Technology Technician II	no change
Phan, John D	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Rea, Steven W	Admin Services	Information Technology Analyst II	Information Technology Specialist - Senior	lateral transfer to IT Specialist - Senior - same salary
Rodrigues, Jesse (Jay)	Admin Services	Information Technology Analyst	Information Technology Specialist	lateral transfer to IT Specialist - same salary
Rose Vold, David	Admin Services	Technology Solutions Analyst	Information Technology Specialist	title change and promotion to journey level
Singh, Pooran	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Spak, Michael A	Admin Services	Information Technology Manager	Information Technology Manager	no change
Sunby, Elaine	Admin Services	Information Technology Analyst	Information Technology Specialist	title change only
Taylor, Dennis	Admin Services	Technology Solutions Analyst Sr	Information Technology Analyst - Senior	promotion
Thiessen, Jarrett	Admin Services	Information Technology Manager	Information Technology Manager	no change
Trumm, Eric C	Admin Services	Technology Solutions Analyst II	Information Technology Specialist	title change
Tudor, Jeffery C	Admin Services	Information Technology Analyst II	Information Technology Supervisor	promotion
VACANT	Admin Services	Information Technology Analyst Sr	Information Technology Specialist - Senior	position will be allocated at lower level
VACANT	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
VACANT	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
VACANT	Admin Services	Information Technology/Analyst II	Information Technology Analyst II	no change
VACANT	Admin Services	Information Technology/Analyst II	Information Tech Analyst Senior	position will be allocated at higher level
VACANT	Admin Services	Technology Solutions Analyst II	Information Technology Specialist	title change only
VACANT	Admin Services	Information Technology/Analyst SR	Information Tech Analyst Senior	no change
VACANT	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Vijayaraj, Kadidal, Veena	Admin Services	Information Technology/Analyst II	Information Technology Analyst II	no change
Watson, Michael M	Admin Services	Technology Solutions Analyst Sr	Information Technology Analyst - Senior	promotion
Webster, John D	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Williams, Rosa B	Admin Services	Technology Solutions Analyst II	Information Technology Specialist	title change only
Yourd, Martha D	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Bergen, Erik	Admin Services	Information Technology Analyst	Information Technology Analyst I	no change
Brockman, Daniel N	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Currier, Gregory T	Admin Services	Information Technology Analyst II	Information Technology Analyst - Senior	promotion
Dato, Elmer	Admin Services	Telecommunications Tech II	Information Technology Technician II	demotion to IT Tech II; salary will be y-rated/frozen
Garcia Jr, Robert	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Kelley, Jeremy R	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Lencioni, James M	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
McEwan, Robert W	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Pierson, Richard (Jason)	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Poole, Thomas R	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Seifert, Glenn A	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Slifer, Victoria (aka Kane)	Admin Services	Administrative Technician	Information Technology Technician I	promotion
Stephens, Eric J	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Suder, Jeffrey S	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Thompson, George L (Pat)	Admin Services	Information Technology Supervisor	Information Technology Supervisor	no change
Thompson, Wendi G	Admin Services	Information Technology Analyst II	Information Technology Analyst - Senior	promotion
Trone, Rissa D	Admin Services	Information Technology Tech II	Information Technology Technician II	no change
VACANT	Admin Services	Information Technology Analyst Sr	Information Technology Analyst - Senior	no change
Wittenberg, Dieter	Admin Services	Information Technology Manager	Information Technology Manager	no change
Zander, Ronald	Admin Services	Information Technology Analyst II	Information Technology Analyst II	no change
Moore, Russell A	Air Pollution	Information Technology Tech I	Information Technology Technician II	promotion to journey level
Hanson, Lisa	Assessor	Information Technology Technician II	Information Technology Technician II	no change

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
Luther, Robin	Assessor	Information Technology Analyst II	Information Technology Analyst II	Position allocated as Sr. TSA, but filled as ITA. Will be reallocated to IT Analyst, and no change to employee's classification.
Mayeda, Gavin	Assessor	Geographic Info Systems Tech II	Geographic Information Systems Tech II	no change
Miyagi, Julie	Assessor	Information Technology Supervisor	Information Technology Supervisor	no change
Spanos, Denise	Assessor	Technology Solutions Analyst II	Information Technology Specialist	Position allocated as Sr. TSA and being underfilled at journey level. Position will be reallocated at journey level, and only title change for employee.
Bos, Catherine A	Auditor	Technology Solutions Analyst II	Information Technology Analyst II	promotion
Christmon, Dennis R	Auditor	Technology Solutions Analyst Sr	Information Technology Analyst II	lateral transfer to ITA II
Berger, Howard (Kelly)	CDRA	Information Technology Supervisor	Information Technology Supervisor	no change
Brown, Christopher T	CDRA	Geographic Info System Analyst II	Geographic Info System Analyst II	no change
Nolan, Edward R	CDRA	Technology Solutions Analyst Sr	Information Technology Specialist	demotion to journey level; employee's salary will be frozen/y-rated once study approved by BOS
Onesi, Christine A	CDRA	Geographic Info System Analyst II	Geographic Info System Analyst II	no change
Thompson, Kitty E	CDRA	Technology Solutions Analyst II	Information Technology Specialist	title change only
VACANT	CDRA	GIS Technician Sr	Geographic Info System Tech II	position will be allocated at lower level
VACANT	CDRA	Geographic Info System Tech II	Geographic Info System Tech II	no change
VACANT	CDRA	Technology Solutions Analyst Sr	Information Technology Specialist	position will be allocated at lower level
Smith, Daniel	Child Support	Technology Solutions Analyst Sr	Information Technology Specialist	Employee is TSA II; position allocated at TSA Senior level no change to employee; position will be allocated at lower level

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
VACANT	Child Support	Information Technology Analyst II	Information Technology Technician II	position will be allocated at lower level
Acantiado, Marc	Clerk-Recorder	Technology Solutions Analyst II	Information Technology Specialist	title change only
Aye, Stephen F	Clerk-Recorder	Information Technology Supervisor	Information Technology Supervisor	no change
Greco, Randi G	Clerk-Recorder	Information Technology Tech II	Information Technology Technician II	no change
Lingenfelter, Roseanne	Clerk-Recorder	Geographic Information System Tech II	Geographic Information System Tech II	no change
VACANT	Clerk-Recorder	Information Technology Technician II	Information Technology Technician II	no change
VACANT	Clerk-Recorder	Technology Solutions Analyst Sr	Information Technology Specialist	position will be allocated at lower level
VACANT	Clerk-Recorder	Information Technology Tech Sr	Information Technology Technician II	position will be allocated at lower level
VACANT	Clerk-Recorder	Technology Solutions Analyst Sr	Information Technology Specialist Senior	no change
Artim, Nicole	CEO	Administrative Technician	Administrative Technician	no change
Pointer, Roxanne	District Attorney	Technology Solutions Analyst II	Information Technology Specialist	title change
VACANT	District Attorney	Technology Solutions Analyst II	Information Technology Specialist	title change
Snider, Edward P	Facility Services	Technology Solutions Analyst II	Information Technology Specialist	title change only
Stirling, David	Facility Services	Technology Solutions Analyst II	Information Technology Specialist	title change only
VACANT	Facility Services	Geographic Information System Tech Sr	Geographic Information Systems Tech - Senior	no change
Pearson, Amy	Personnel	Administrative Technician	Administrative Technician	no change
McCollum, Dawn	Personnel	Administrative Technician	Administrative Technician	no change
Morgan, Monique	Personnel	Personnel Analyst II	Personnel Analyst II	no change
Rivard, Rhonda	Personnel	Technology Solutions Analyst Sr	Information Technology Specialist Sr	title change only
Youmans, Samantha	Personnel	Technology Solutions Analyst I	Information Technology Specialist	title change and promotion to journey level
Eckes, Sarah	Probation	Technology Solutions Analyst II	Information Technology Specialist	title change and promotion to the journey level
Keith, Philip E	Probation	Technology Solutions Analyst - Sr	Information Technology Specialist - Senior	title change only
Clark, Vivian P	Public Works	Technology Solutions Analyst - Senior	Information Technology Specialist - Senior	title change only
Frazier, Eric W	Public Works	Information Technology Tech II	Information Technology Technician II	no change
Lusk, Sean	Public Works	Geographic Information Systems Technician - Senior	Geographic Information Systems Technician - Senior	no change

Final IT Study Allocation Recommendations

Name	Department	Current Class Title	Final Recommended Allocation	Summary of Classification Changes
Carlson, Erik D	Sheriff	Information Technology Supvr	Information Technology Supervisor	no change
Dyck, Philip A	Sheriff	Technology Solutions Analyst II	Information Technology Specialist	title change only
Fenley, Kathleen A	Sheriff	Technology Solutions Analyst II	Information Technology Specialist	title change only
Johns, Jill	Sheriff	Information Technology Tech II	Information Technology Technician II	no change
Liden, Devon	Sheriff	Information Technology Analyst II	Information Technology Analyst II	no change
Pence, Heather	Sheriff	Technology Solutions Analyst II	Information Technology Analyst II	promotion
Schulte, Jennifer M	Sheriff	Information Technology Analyst II	Information Tech Analyst Senior	promotion
Silva, Jerry N	Sheriff	Information Technology Manager	Information Technology Manager	no change
Taber, Dillon L	Sheriff	Information Technology Analyst II	Information Technology Analyst II	no change
Tennell, Carrie (Bambi)	Sheriff	Information Technology Tech II	Information Technology Technician II	no change
VACANT	Sheriff	Information Technology Analyst II	Information Tech Analyst Senior	position will be allocated at higher level
Dapore, Kenneth L	Treasurer-Tax Collector	Technology Solutions Analyst II	Information Technology Specialist	Title change only

Summary of IT Study Classification Changes

# of positions studied	139
# of vacant	19
# of filled positions (impacted employees)	120
# of EEs with no changes/title changes only	93
# of changes	26
# of promotions	17
# of transfers	7
# of demotions/rates	2

employee requested to appeal recommended allocation to CSC